



TERMS AND CONDITIONS OF BOOKING

- ◆ In order to secure your place, payment for the complete cost of the course must be received in advance. The cost of lessons ranges from £10.50 - 11 (inclusive of VAT) depending on the pool, so the complete cost of your course will be confirmed upon reserving your place.
- ◆ Payment must be received within 7 working days of reserving your place. If we do not receive payment your place may be lost.
- ◆ If you cannot make your lesson, for whatever reason, you can swap up to 3 lessons per full term for another day where possible. Please get in touch to arrange an alternative. We'll try to match the class as closely as possible on a day that you can do, although they may of course be slightly ahead or behind your class, so that you can still have your swimming lesson. No refunds or credits are given for missed lessons if you can't attend any of the alternatives offered.
- ◆ Should you wish to cancel the entire course prior to your first lesson, you must give us at least 10 working days written notice in order to be entitled to a refund. Your refund will be issued minus a £10 administration fee. Refunds will not be issued once term has started.
- ◆ On the rare occasion that **swim-tots** has to cancel a lesson at short-notice (for example if pool conditions are not satisfactory or your instructor is ill) you will be entitled to a refund for that lesson only.
- ◆ Once started on the programme you will be given a priority place for the next term, in the same time slot at the same pool. If you wish to change your time / day / pool, then we cannot guarantee your place, but will do everything we can to accommodate your request.
- ◆ In order to take part in the class all babies and toddlers **must** wear a double nappy system (unless fully potty-trained) ie: a disposable swim nappy topped with a fabric Happy Nappy. Your instructor should have spare disposable nappies and Happy Nappies on poolside for you to purchase if you have forgotten anything.
- ◆ You must advise us of any relevant medical conditions that may affect you or anyone attending classes with you. Swim-tots cannot make allowances for any undeclared conditions.
- ◆ You must dispose of nappies and swim-nappies in the bins provided, as well as disposing of ordinary rubbish appropriately. Please respect the facilities and leave them as you would wish to find them.
- ◆ In some facilities, folding change tables are provided for your use, but you are respectfully reminded that your baby must always be supervised when on the change table, and not left alone. Even if they're not rolling yet, there's always a first time! **swim-tots** will accept no responsibility as your baby must remain under your care at all times.
- ◆ Please do not eat or give your baby / toddler any solid food on poolside or in the changing rooms. Breast and bottle-feeding are of course absolutely fine.
- ◆ Your personal belongings are your responsibility. **swim-tots** will accept no responsibility for lost items so please leave any valuables at home. We do of course check the facilities at the end of each session of classes, so whilst we cannot guarantee anything, if you do lose something it is worth calling the office to see if your instructor has picked it up.
- ◆ There must be at least one adult (mums, dads, grandparents or other carers all welcome) in the water and directly responsible for your child at all times. You are asked not to take your baby under the water unless your instructor tells you to.
- ◆ Any sickness or diarrhoea must have passed 24 hours prior to your class.

Terms effective as of 06/05/2014