

Terms and Conditions



Booking

Our courses run throughout the year during all of the half term holidays and throughout most of the other school holidays. The exceptions are that we break for two weeks at Christmas / New Year and for two weeks at the end of August. We do not have any lessons during the Easter weekend - Good Friday to Easter Monday or on any Bank Holiday Mondays.

When signing up to Stingray Swim School for the first time, details of the courses you are booked into, the dates and times during the first term and the venue will have been agreed with you in advance.

In order to give existing Stingray Swim School members priority for courses each term, we use a re-booking system. This means that, unless you inform us that you either wish to change venue, day or time, or alternatively that you wish to stop altogether, we will allocate you a space on the next course during the timetable review week.

If you do not wish to be re-booked for any new term it is vital that you inform the office before the current term ends. You can do this by either email - info@stingray-swimschool.co.uk or text - 07793 000583.

If you pay for the new term after the last day of the current term then you will be subject to a £5 late payment administration charge. This charge is in addition to your class fees and will not be included when calculating credits and refunds.

There is an administrative charge of £4.00 where a cheque is returned unpaid by your bank.

Refunds and Cancellations

Stingray Swim School is under no obligation to refund or transfer your money in the event that you are unable to attend part of or the entire course.

In the event of us having to cancel a lesson we will firstly try to add a lesson on to the end of the term to make up for the cancelled week; however if this is not possible we will then credit your account for that lesson and this credit can be put towards the next term or we can arrange for it to be refunded via bank transfer or cheque.

If your lesson is cancelled part way through, you will receive a credit on a pro-rata basis. Credits will only be issued to those in attendance.

Adverse Weather

Stingray Swim School is under no obligation to refund lessons that may be missed due to local adverse weather when the venue and environs are safe and accessible and lessons are held. We regret that we are unable to offer automatic refunding or rescheduling of lessons in the event of adverse conditions local to yourselves preventing you from attending a scheduled class.

www.stingray-swimschool.co.uk

07793 000583

info@stingray-swimschool.co.uk

facebook.com/stingrayswimschool



Illness

Never bring your child swimming if they have any illness such as an ear infection, diarrhoea, vomiting, chicken pox, impetigo, conjunctivitis or a bad cold. Please wait until your doctor has given the all-clear before returning to classes. In the instance of sickness and diarrhoea your child must have been clear of all symptoms for at least 48 hours before attending a lesson.

Venues and Swimming Pools

Stingray Swim School will make all reasonable efforts to ensure that the condition of the pool premises including the changing rooms, washing facilities and the pool area are in suitable condition. Stingray Swim School does not accept liability for any injury to a swimmer which may be caused by any defect at the swimming pool or venue. Any claim arising from such a defect must be addressed to the proprietors of the pool premises.

No pushchairs, bikes or scooters should be taken into the changing rooms or onto poolside. Outdoor shoes should be removed or plastic overshoes worn before entering poolside.

Children up to 8 years of age may change in either sex change room. Children aged 9 years and over must change in the changing room of their own sex. If children need assistance changing, the sex of the changing room should be the same sex as the parent/adult that is helping. So a Mum helping her son should use the female changing room and a Dad helping his daughter should use the male changing room (this would be the same as a parent taking their child to the toilet in a restaurant for example). For the safeguarding of children, we also recommend that children do not get changed on poolside or in common areas.

Parents must remain on the premises whilst the student is in their lesson. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other situation.

Stingray Swim School is only responsible for your child during their swimming lesson time slot whilst they are on poolside and engaging in their lesson. Outside of the child's swimming lesson time slot then the responsibility lies with their parent or guardian; please ensure your child is supervised at all times. At the end of the lesson you must be ready to collect your child as they leave the class and as they enter the changing facilities. If for any reason you feel you will not be there promptly at the end of the lesson you must inform the Poolside Manager or your child's teacher. If your child needs the toilet during their lesson then we will find you to let you know and then they can leave poolside to go to the toilet.

Children and parents / guardian's can only enter the pool at the start of their swimming lesson time slot when their teacher says they are ready for them. Nobody should enter the pool unsupervised.

All customers must have vacated the pool facility 15minutes after the final swimming lesson has finished.