

Terms and Conditions

General Information

F L X SWIMMING TRAINING SERVICES offers private and semi-private lessons at the customer's home.

Participants must attend all sessions to fully benefit from the program and train at their scheduled times to maintain the correct coach-to-student ratio.

Class duration varies by age, as outlined during sign-up, and all participants must enroll for the full term.

Ensure the coach is present before leaving your child, and parents/guardians must return to the pool deck at least 5 minutes before the session ends. If someone else is collecting your child, please inform the coach in advance with contact details.

All disputes will be governed by local law and resolved in UAE courts.

TERM PAYMENTS

All term payments must be made in advance through our website or via a payment link provided by admin once your package is confirmed.

Paid sessions are valid only for the current term and cannot be carried over.

Registrations are handled on a first-come, first-served basis.

We accept Visa and MasterCard debit or credit cards in AED. Please retain a copy of your transaction records and our policies.

AFTER JOINING F L X SWIMMING

Participants should arrive at least 5 minutes before the session with their swim cap, goggles, and costume.

Avoid heavy meals before class; a light snack is recommended. No food or gum is allowed near the pool.

Parents are responsible for supervising their child before and after the lesson.

CANCELLATION POLICY

If you or your child cannot attend a session, please inform our admin at least 6 hours in advance. Less than 6 hours' notice will result in the session being counted as used.

F L X SWIMMING TRAINING SERVICES offers makeup sessions for illness or injury with a doctor's note.

Makeup sessions must be completed within the same academic year and cannot be carried over.

For long-term illness or injury, please contact management to discuss options.

If F L X SWIMMING TRAINING SERVICES cancels a lesson (e.g., coach illness), makeup sessions will be arranged based on coach availability. Any cancellations or changes will be communicated promptly.

REFUNDS

We do not offer refunds for our products or services, except in the following case:

Leaving the Country:

Refunds may be considered if you must leave the country. To qualify, provide proof of departure (e.g., cancelled visa, airline tickets) and submit a written refund request to flxswimming@gmail.com. If approved, refunds will be processed within 7 working days via the original payment method.

If a refund is denied, you may transfer unused lessons to a family member or friend.

No refunds will be given for cancellations due to weather, venue issues, holidays, closures, or staff changes. Make-up sessions may be offered based on circumstances.

By purchasing from F L X SWIMMING TRAINING SERVICES, you agree to this policy, which may be updated at our discretion.

Term enrollment fees are non-refundable.

HEALTH & SAFETY

We request medical information for all participants to ensure our staff is aware in case of emergencies. It is the responsibility of participants or their guardians to inform instructors of any medical conditions, injuries, or concerns before lessons. Failing to disclose this information may increase the risk of injury.

I confirm that [I am / my child is] medically fit and will report any ailments, medications, allergies, or disabilities before each session. I acknowledge the potential risks of physical activity, including abnormal blood pressure, fainting, heart

conditions, injury, or even death. While F L X Swimming aims to minimize risks, I understand they may still occur and consent to [my/his/her] participation.

I release F L X Swimming, its staff, venues, and affiliates from any liability related to [my/his/her] participation in the programs. This release applies to me and my heirs.

Privacy Policy

F L X SWIMMING TRAINING SERVICES will not store, sell, share, rent, or lease any credit/debit card details or personal information to third parties. However, we cannot guarantee the security of information disclosed online.

Marketing Materials

By enrolling in F L X SWIMMING TRAINING SERVICES, you acknowledge and agree that photos, videos, or other media may be taken during lessons and events for marketing purposes. These materials may be used on our website, social media, or other promotional platforms.

If you do not wish for yourself or your child to be featured in any marketing materials, please inform us in writing at [email address] prior to the start of your program.

All media remains the property of F L X SWIMMING TRAINING SERVICES and may be used indefinitely unless otherwise specified.

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