



## Terms & Conditions

### Acceptance of Terms and Conditions

By booking or attending swimming lessons with Chichester Swim School (CSS) you understand and accept these terms and conditions and they will form part of the contract between us. CSS reserves the right to vary these terms and conditions at any time.

### Booking

When first signing up with CSS, personal details will be taken. Please be assured all data gathered will be kept in accordance with the General Data Protection Regulation 2016.

- CSS run throughout the year in three termly blocks in accordance with our published term dates. All term dates and details are available on our website, Facebook and poolside. (Crash course lessons run in the Easter and Summer Holidays and can be booked on a more ad-hoc basis.)
- Once enrolled you are booked in to lessons for the full term stated.
- Swimmers may start at any point in the term and will be booked on to the remainder of the term. If a swimmer starts in the last 4 weeks of a term, they will automatically be enrolled for the following term inclusive.
- When signing up to CSS for the first time, details of the courses you are booked onto, the dates and times during the first term and the venue will have been agreed with you in advance.
- For new swimmers, payment for lessons must be received before the second lesson to ensure the space is confirmed.
- Lessons are non-transferable and non-refundable.
- Non-attended lessons are forfeited and are non-refundable.

### Re-enrolment

Priority of spaces will be given to current swimmers, including siblings who are not currently swimming with us. Please ensure you follow the terms below to ensure your spaces are secured:



- Re-enrolment emails will be sent out 2-4 weeks before the end of term. These emails will include all details including term dates, invoice and termly information.
- To confirm your space, please notify CSS before the confirmation deadline.
- Payment is due in advance before the payment deadline stated on your invoice. For payment plan options, please contact CSS directly. Payment can be made by BACS (preferred method), Cheque or Cash.
- If CSS do not hear from you before the confirmation deadline, your space will not be reserved.
- Please notify CSS if you are not continuing with us before the confirmation deadline.
- Requests for changes of days and times will be dealt with following receipt of payment.

### **New Customers Refunds and Cancellation Policy**

As a new CSS swimmer you may cancel your contract within 7 days of the first lesson. If you choose to enroll onto the course after the first lesson, there will be no refunds or cancellations and you will be committed until the end of the term.

### **Pool Facilities and Closure**

- CSS hires various private leisure facilities and therefore is not fully responsible for the maintenance or cleaning of the swimming pool facilities.
- On the rare occasion that lessons are cancelled due to technical problems or bad weather, CSS will offer a catch up session on the same day and time slot at the end of the current term.
- If catch-up sessions are not possible, any sessions cancelled by CSS will be taken off the next term's invoice.
- Monetary refunds will not be issued for any sessions cancelled by CSS.
- If sessions are cancelled, parents will be notified by email, text and Facebook unless time restraints dictate this is not possible.



### Teaching staff

- All teachers are DBS (Disclosure Barring Service) enhanced checked and have a nationally recognised swimming teaching and lifesaving qualification.
- CSS staff are encouraged to maintain continual professional development and are offered regular in-house training and discounted external training to ensure we continue to offer the best service possible.
- CSS is a Swim Teacher's Association (STA) registered swimming school and all staff are issued with a staff uniform for them to wear in or out of the water.
- CSS ensure children feel safe and comfortable in lessons and therefore physical contact is often unavoidable. All staff adhere to STA Child Protection Procedures. If you ever expect or experience any concerns surrounding child safety, please contact Charlie Tarrant, the CSS Safeguarding Officer directly.

### Parents/Carers

- Parents and carers are responsible for the safety and well being of their children before the start time and immediately after their swimming lessons.
- Parents/carers must also ensure that siblings and/or their friends refrain from playing on any equipment owned by CSS and/or playing/ entering on/in other parts of the school grounds/buildings, adhering to poolside and on-site rules at all times.
- CSS does not hold responsibility for the loss or theft of any personal items left in the swimming pool facility or in the swimming school grounds.
- If Fathers/male carers are accompanying females under the age of 8 years, they are requested to use the male changing rooms. If Mothers/female carers are accompanying males under the age of 8 years, they are requested to use the female changing rooms.
- Parents/carers should ensure that their child/children are taken to the poolside in good time to start their lesson, but should not enter poolside until 5 minutes before their allocated lesson time to avoid overcrowding on poolside.
- At the end of the lesson parents/carers should collect their child/children from the poolside and return them to the changing area.
- CSS is responsible for children once they come onto the poolside within the allocated lesson time.
- CSS teachers should not be distracted at any time during the course of the booking period as this is a health and safety issue and also prevents teachers from commencing their next lesson. In this regard, queries should be directed to Charlie Tarrant via email, in person or by phone.
- Parents/Carers must accept that at times there will be physical contact between the teacher and their child, in a professional, caring manner.



### **Medical Conditions**

- Parents/Carers must notify CSS about any known medical condition that will affect the safety of a swimmer booked onto CSS lessons.
- New medical conditions occurring once a swimmer has joined CSS lessons must be notified immediately to the CSS office.

### **Changes to Terms and Conditions**

- From time to time we may update these terms and conditions by sending you either an updated version or notification of minor changes. Any questions surrounding changes must be communicated within 7 days of your receipt. Failing this, we will be entitled to treat our agreement with you as being subject to the updated version.
- These terms and conditions are available on our website and on poolside. Please contact CSS to request emailed copies of CSS Policies. For paper copies, an admin fee is applicable to cover the costs of paper, printing and postage.
- Any diversion from the above terms and conditions are gestures of goodwill on the part of CSS.
- These conditions are implemented to:
  1. Ensure a mutual understanding between parents/carers and CSS
  2. The health and wellbeing of all swimmers
  3. Provide a smooth operation of all CSS lessons.

Thank you for your co-operation.