



Best Stroke
LEISURE LTD

Aquatics for all!

Terms & Conditions Adults

Payment

Booking procedure

- Lessons are to be paid for in advance in blocks of 4 weeks
- A one off lesson is able to be paid for separately to allow you to sample the lessons before you commit
- To cancel your booking 2 weeks notice must be given before the end of your current block
- Should you choose to leave during a booking you have paid for we cannot provide a refund.

Missed lessons and refunds

- Payment is made in **fixed 4 weekly fees regardless of attendance.**
- Pre-paid lesson credits will be frozen and carried forward if 2 or more **consecutive** lessons are missed due to serious illness or injury (**substantiated by physical evidence or a medical note**)
- If you wish to take a break from lessons, we cannot hold a place without payment. Please inform us. You will be placed on the waiting list. We cannot guarantee the same slot upon return.
- Refunds will only be given in exceptional circumstances entirely at the discretion of the Best Stroke Leisure Management.
- There will be no refund or credit for lessons missed due to the time of the month.

Health and Safety

- All health problems such as Asthma, Diabetes, and Fits etc. must be brought to the attention of our staff prior to entering the water.
- Any medication required during the lesson (e.g. inhaler) should be at the side of the pool during the lesson. If the medication is needed it **MUST** be administered by yourself.
- Please report any accident/incidents to a member of staff immediately
- All jewellery must be removed prior to entering the pool and long hair tied up

Pool rules

- Outdoor footwear **MUST NOT** be worn on pool-side at any time. Outdoor footwear must be removed.
- The pool facilities & equipment provided should be respected & kept as clean & safe as possible.
- We ask that customers leave the facilities clean & tidy.
- Please report any issues, damage or danger relating to maintenance or cleanliness to a member of our staff immediately.

Arrival at the pool

- Please arrive 10 mins before the lesson starts (allowing time to change)
- Ladies only sessions please wait in the changing area until a member of staff calls you onto poolside.

Lesson Cancellations

- If/when a pool facility is unavailable to use for any reason, we will provide you with as much notice as possible by text or email.
- In the event of scheduled closures, e.g. pool repairs etc. we will inform you by email. Usually at the time of publishing the dates of the next block.
- In the event of unscheduled closures e.g. plant breakdown, abnormal water-test results, adverse weather conditions such as snow we will inform you by text message as early as possible. We will ask you to reply to acknowledge receipt of the text to avoid us having to leave a member of staff at the pool to meet any customers who may not have received our text.
- If you change your mobile phone number or email address, please ensure you let us know.
- Any cancellations will be reflected in the next months fee.