



Best Stroke
LEISURE LTD

Aquatics for all!

Terms & Conditions

Payment

Booking procedure

- Lessons are to be paid for in advance by direct debit on 28th of each month
- To cancel your booking notice must be given before 20th of a month. No further payment is required.
- If notice is given after 20th of the month one further direct debit will be taken.
- Should you choose to leave during a month you have paid for we cannot provide a refund.

Missed lessons and refunds

- Payment is made in **fixed monthly fees regardless of attendance.**
- Pre-paid lesson credits will be frozen and carried forward if 3 or more **consecutive** lessons are missed due to serious illness or injury (**substantiated by physical evidence or a medical note**)
- There is no discount for multiple siblings
- 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.

Health and Safety

- Children **MUST** be accompanied by a responsible adult at all times whilst attending lessons.
- Parents/carers are responsible for their children and children's behaviour (including spectating siblings) whilst attending lessons and in the Changing Rooms.
- Children **must** be accompanied and supervised at all times. Parents / carers of children attending sessions **must remain within the pool complex for the duration of the swimming lesson.**
- All health problems such as Asthma, Diabetes, and Fits etc. must be brought to the attention of our staff prior to your child entering the water.

- Any medication required during the lesson (e.g. inhaler) should be in the possession of the child's parent/carer at the side of the pool during the lesson. If the medication is needed it **MUST** be administered by the parent/carer.
- 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 parents/carers/swimmers 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

- Pupils should arrive 10 mins before their lesson starts (allowing time to change) and be available on the poolside **NO EARLIER** than **FIVE** minutes before the start of their lesson.
- For health and safety reasons children and siblings **must not** go on poolside, near the pool side or edge unless requested and supervised by their teacher.
- They **must sit with parent/carers** so as not to disturb lessons already in progress, and await their teacher's instruction to enter the pool.

Swimming Development & Achievement Awards

- Awards are given on a rolling basis once outcomes for a stage have been achieved. A progress card and stickers will be given free of charge. Please speak to your teacher if you do not have one.
- Award packs contain one certificate, one material badge and one sticker for £3.50. The purchase of awards is not compulsory.

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 termly 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 parents 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.

Child protection

- **Photography/filming is not allowed** within the pool building (this includes camera, tablet or mobile phone).
- **The use of mobile phones/tablets or other such technology is strictly prohibited in the changing rooms.**
- Please keep the use of mobile phones to emergency use and leave the pool area before using a mobile phone.
- If you are seen to be using a device, you will be asked to stop.
- Children **8 Years of age & over** should use gender appropriate changing rooms.
- **Children under 8 years of age** should be accompanied by a parent/carer and **must** be taken into the gender appropriate changing room of the parent/carer. There can be no exception to this rule.
- Any safeguarding issues should be passed to **Samara Bruce** our Welfare Officer
- We reserve the right to pass on any information regarding safeguarding to the appropriate services.