

Swimming School Terms and Conditions

- The Club reserves the right to cancel any event, course, or session you are enrolled in up to 24 hours prior to the scheduled start time. Should this occur, you will not incur any charges.
- A minimum number of participants is required for events, sessions and courses to run. Clear and consistent email communication is expected between members and external contractors to ensure continued access to these activities. If an event is cancelled, you will be notified accordingly.
- **No-Shows:** The cancellation policy will apply. Exceptional circumstances may be considered by the Executive Member or Club Management.
- A guardian must remain within the Walled Garden/Cedars Sports for the duration of the session, even if they are not required in the water with the child.
- All personal information provided to facilitate the running of the children's programmes will be protected under the Club's GDPR protocol.
- The Club and external contractors will ensure first-aid trained staff are available for all events, courses and sessions. All medical information must be disclosed prior to the child attending and emergency contact details must be accurate and up to date. Medicines such as inhalers and epi-pens may be stored on site during the day but must be taken home at the end of each day. This is the responsibility of the parent or guardian to organise.
- Swimming lessons operate in rolling six-week term blocks. Swimmers will be automatically re-enrolled unless the member opts out **at least one week** before the start of the new block. The Club reserves the right to charge for the upcoming block if an opt-out request is received within one week of the start date.





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- Charges for each six-week block are taken at the beginning of the term. Sessions are charged as a full block and missed individual lessons will not be refunded. Repeated no-shows may result in the swimmer's place being offered to the next person on the waiting list.
- The Club reserves the right to amend lesson times, instructors, or class sizes. Reasonable notice will be provided where possible.
- Once a lesson block has commenced, all places are strictly non-transferable and non-refundable.
- The Club expects all equipment and facilities to be treated with care and consideration for other users. Failure to do so will not be accepted.
- The Club prioritises the safety and enjoyment of all children. Any bullying, antisocial comments, or repeated negative behaviour will be treated seriously. Parents will be informed and consulted, and in some cases, the child may be suspended from the course, session, or event. No refunds will be issued in these circumstances.
- All children must be signed in at reception by a member of the Walled Garden Team before entering the swimming areas.
- The Club takes safeguarding very seriously. All external workers delivering events, courses, or sessions must have DBS clearance and an understanding of safeguarding within a club environment. Any concerns or queries are welcomed.
- The Club does not accept responsibility for any loss of or damage to items brought on site. A lost property system is operated, but items remain the responsibility of the owner.
- In the event of a pool closure or Club cancellation, affiliated adult members will be contacted at the earliest opportunity. Lessons or sessions will be rescheduled where possible; otherwise, a refund will be issued.
- These terms and conditions operate in conjunction with the Club's Member Handbook, Etiquette Guidelines, and overarching Terms and Conditions.