



## Woggle Goggle Swimming School

### Terms and Conditions

Please take a few moments to read through the Terms & Conditions below, it forms the basis of a contract between you and Woggle Goggle Swimming School.

#### Monthly Standing Order

Customers can enrol their child/children for a minimum three full terms of swimming lessons (lasting one full year) and spread the cost of lessons by paying a fixed amount every calendar month. This is a rolling contract so pupils will automatically enrol onto another year of swimming lessons unless we are informed in writing that you do not wish to continue, prior to re-enrolment.

Customers must set up standing order payments with their own bank. Payments must commence in the first full month of lesson enrolment and must be received on the 15<sup>th</sup> of each month, unless agreed prior to the standing order commencing. Payments must be made every month without fail.

To exit this contract at any point, customers must give us a minimum of two full months notice (60 days) in writing. Before leaving our swimming lesson programme, customers will receive a final statement, which will detail any outstanding amounts due for lessons, which have not yet been paid for. All lesson enrolment must be paid for in full prior to leaving the programme. Standing order payments must be made every month during the notice period up until the pupil has left the programme. Payments must still be made even if the pupil is unable to attend their swimming lessons.

If a standing order is cancelled before the end of the full programme without warning or if a customer leaves without giving us the proper notice in writing, the full balance of the pupils remaining enrolment will become due immediately. Any outstanding debts over 45 days will be sent to our solicitors for recovery, along with any other associated fees.

A separate standing order must be made out for each pupil. Each standing order must detail the pupils name and if possible registration number.

By making your first fixed monthly payment, whether by cash, cheque or standing order, you do so in the knowledge that you are bound to the conditions as detailed above.

When leaving the swimming programme it is the customer's responsibility to cancel the standing order payments. Woggle Goggle Swimming School are unable to arrange this with your bank

#### Pay Per Term

Customers can pay per swimming term. The minimum lesson enrolment we offer is one full swimming term. Pay per term invoices must be paid for in full within the first two weeks of a swimming term. The only exception to this is if you are paying via our instalment plan (see below). None or late payment will result in a pupil losing their place on our swimming programme and any debts of 45 days will be sent to our solicitors for recovery, along with any other associated fees.

We have a 24-hour cooling off period, so if you cancel your enrolment within 24 hours of booking, you'll receive a full refund. After this period unfortunately refunds for enrolment will not be made.

All certificates and badges received must be paid for in full unless you have decided to opt out of receiving certificates. If you wish to opt out we must be informed in writing prior to certificates been produced.

Your child will be automatically re-enrolled onto the next term of swimming lessons unless you tell us otherwise. If you do not want to continue in our swimming programme then we must be informed prior to the end of the current swimming term.

You may leave the swimming programme at any time but all lesson fees must be covered up until the end of the swimming term. By attending any paid lesson during a swimming term you are agreeing to enrol for the full terms of swimming lessons and are liable to pay all lesson fees during that swimming term, even if a pupil is unable to attend. Unfortunately we cannot offer refunds for any lessons, which cannot be attended.

We do not offer ad hock swimming lessons and do not charge on a per lesson basis, minimum enrolment is one full swimming term.

#### Pay per Term Instalment plan

Customers have the option to pay per term invoices in smaller instalments (2 or 3 instalments per term, determined by the duration of the swimming term) to help spread the cost of the swimming lessons. Instalment payments must be made in accordance with the payment schedule detailed in each pay per term invoice.

If an instalment is late and not made on or before the instalment due date (set out in the pay per term invoice), then the full balance then becomes due immediately. Any outstanding debts over 45 days will be sent to our solicitors for recovery, along with any other associated fees.

#### Pool Closure and Cancelled Lessons

In the event of a pool closure Woggle Goggle will make every attempt to contact customers as soon as possible.

All parents/guardians are encouraged to supply Woggle Goggle with mobile telephone numbers for quick communication purposes. We may also send you SMS messages with urgent updates regarding your child's swimming lessons.

In the unusual event of a pool closure or cancelled lesson, customers will be issued with a lesson credit. Unfortunately we are unable to provide refunds for any lessons missed due to pool closures or cancelled lessons.



### **Changing your lesson time**

Customers can request to permanently change their lesson time, day, or pool and we will endeavour to accommodate every request subject to a space being available. If we are unable to find a suitable lesson time customers are free to leave the programme taking into account our notice periods and minimum enrolment set out in the conditions above. Unfortunately refunds cannot be made for lessons pupils are already enrolled onto which then cannot be made. We do not offer ad hoc swimming lesson days and times, If a pupil is unable to attend their allocated lessons day and time on a regular basis then we have the right to cancel your enrolment and offer the space to another pupil.

### **Venues and swimming pools**

Woggle Goggle will make all reasonable efforts to ensure that the condition of the pool premises including the changing rooms, washing facilities and the pool area are in suitable condition.

Woggle Goggle do not accept liability for any injury to a swimmer or parent which may be caused by any defect at the swimming pool or venue. Any claim arising from such a defect must be addressed to the proprietors of the pool premises.

Woggle Goggle Swimming school will not be held responsible for any personal items or possessions which go missing whilst attending swimming lessons. Customers are advised to keep all personal possessions with them at all times.

No prams or car seats should be taken into the changing rooms. Outdoor shoes must be removed prior to entering changing rooms and poolside.

### **Teaching policies and procedures**

Woggle Goggle will provide suitably qualified instructors & lifeguards fully trained to the required level. It is our policy to endeavour to provide a temporary replacement instructor in the event of any instructor absence. We reserve the right to replace instructors, if necessary once the term has started.

Woggle Goggle can only be responsible for pupils during their swimming lessons and parents and/or guardians are responsible at all other times. Pupils must be supervised at all times if they use the facility after or prior to lessons. IE Jacuzzi, showers other small pool areas. The swimming lesson begins when we accept charge of a pupil from the parent or guardian and ends when the pupil is returned to the parent/guardian at the end of the lesson. This is very important so please ensure that you or your appointed guardian is present at the end of the lesson. Where a pupil is a teenager over the age of sixteen years old the pupil may attend the lesson without the presence of a parent or guardian but the pupil remains the full and sole responsibility of the parent at all times before and after the lesson. Parents must remain on the premises whilst the student is in their lesson. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other situation.

Woggle Goggle retains a comprehensive Public Liability Insurance Policy, a copy of which is held at our office or on our website. Woggle Goggle reserves the right to cancel or amend Lessons and Courses in exceptional circumstances. Listed class numbers are target figures and cannot always be guaranteed. There are times when a teacher may be unable to attend due to sickness. In the unusual event of this, every effort is made to provide a replacement but occasionally classes may need to be combined.

Please ensure that noise is kept to a minimum when viewing lessons and any children watching are supervised at all times. Parents must never distract the swimming teacher during lessons and should direct all communication through the poolside helper.

Specific policies, procedures and rules are in place for each individual swimming lesson location. These policies and rules will be made available to customers and must be followed at all times whilst attending lessons at the relevant location.

### **Catch up lesson scheme**

To qualify for catch up lessons customers must inform us at least 24 hours prior to their lesson taking place. If notice is not received or is within 24 hours of a lesson we will not be able to guarantee a catch up lesson. We will always endeavour to do so, but this may not always be possible.

It is important for pupils to try and attend every lesson in a term. Pupils who miss lessons regularly without notice may be contacted and asked if they wish to continue in our programme. We will not guarantee catch up lessons to any regular absentees.

Please note that we will always endeavour to get every pupil's lessons back. However this may not always be possible. If a pupil leaves the programme with lessons outstanding we are not able to provide financial refunds. We will never offer financial reimbursement for missed lessons.

### **Free Trial Lessons**

Free trial lessons are offered subject to availability. At busier times we may not be able to offer and guarantee trial lessons and we will not reimburse any lesson charges.