



Heathfield Swim School and Swim Stars South East Terms & Conditions Updated: 22nd January 2024

SWIM SCHOOL TERMS AND CONDITIONS:

1.0 - General Terms:

1. Swimming lessons are 30 minutes in duration.
2. Swimmers must arrive 5 minutes before the lesson for a prompt start.
3. No refunds for interference with lessons (e.g., weather, pool issues).
4. Cancellation communicated 30 minutes before the lesson via Facebook (@HeathfieldSwimSchool / @Swimstarssoutheast).
5. We have the right to cancel due to low enrolment, with a full refund or alternative lesson offered.
6. Applications accepted until the day before the first session, on a first-come-first-served basis.
7. Goggles encouraged, swimming hats compulsory (available for purchase).
8. Performance-based lessons; alternative options may be suggested.
9. Separate application required for each child; complete information on the booking system.
10. GDPR compliant – data stored securely, subject to consent, and not used for other purposes.

2.0 - Parking:

- Cross In Hand Primary School: No parking on school premises; Mill Road Carpark designated.
- Maynard's Green: Utilise school's main car park or Sickle Hatch Lane lay-by.
- Fermor Primary School: School car park unavailable during the day; use lay-bys or Church Hall car park. After 3:50pm for after-school lessons.
- Rose Hill: School car park available from 5.15pm; no parking outside the designated area.

3.0 - GDPR:

- Compliance with UK GDPR regulations.
- Data stored securely with consent.
- Right to request deletion of data.

4.0 - Bookings:

- Place secured via Trybooking platform with full payment.
- Spaces allocated on a first-come-first-served basis.
- Current swimmers get a one-week window for the next term before new customers.

5.0 - Missed Lessons:

- No make-up classes for missed lessons due to holidays or illness.

6.0 - Changing Class Times:

- Classes may merge due to various factors, with efforts to keep times similar.

7.1 - Sickness Policy:

- Consult health professional for known/suspected medical conditions before attending.
- Highly contagious illnesses – avoid swimming until symptom-free for at least 48 hours.
- Changes to medical conditions must be communicated.

8.0 - Swimwear Policy:

- Swimming hats mandatory for mid to long hair.
- No underwater photography during lessons; no pictures in changing rooms.
- Suitable swimwear must be worn at all times throughout duration of lesson.

9.0 - Photography Policy:

- Consult teacher before taking photos during sessions.
- Strict no photography/no video policy except with permission.
- Swimmers occasionally photographed or filmed with consent for promotional purposes.

10.0 - Pool/Poolside/Changing Room Health & Safety:

- Use designated changing rooms; be mindful of noise.
- Shower before entering the pool.
- Responsible adult required for supervision.
- Mobile phones/digital devices not allowed in changing room areas.

10.1 – Supervision:

- Adult or designated responsible person must remain on site for the child's lesson.
- Alternative arrangements require prior agreement in writing.

11.0 - Food & Drink:

- Prefer no consumption in changing rooms or poolside.
- Dispose of litter properly.

12.0 - Changes to Personal Details:

- Inform Heathfield Swim School and Swim Stars South East of any changes since enrolment.
- Provide updated contact information.

Agreement to these Terms & Conditions is required during the booking process. Ensure careful reading before agreeing.