



The Parlour Pool (trading as The Super Swim School) Terms and Conditions.

Acceptance of terms and conditions:

By booking or attending lessons organised by The Super Swim School “us/we” (which is a trading name of The Parlour Pool Ltd) “you” (the pupil and parents) accept and agree to follow the following terms and conditions:

You must not enter the pool building outside of your normal lesson time. Pool viewing is strictly by appointment only. The pool is booked throughout the day by various groups and accessing the pool outside of your session is a serious breach of our safeguarding policy. The Parlour Pool prioritises the privacy of the pool for all pool users. Anyone accessing the pool outside of their lesson/session time risks losing their lesson/session and any future bookings.

Swimming Lessons

Swimming lessons are run in a structured format with a teacher. They may vary in size depending on the type of lesson. Booking is via email only. Bookings may be for a termly lesson or an intensive course as agreed at the time. The Parlour Pool reserves the right to decline a place in the swim school without explanation.

All lessons start promptly at the agreed start time and end at the agreed time. If you are late for a lesson it will not be extended and will end at the agreed end time.

Lessons times are provided when you book.

If, during the course of a pre-paid course/term, you can no longer make the agreed lesson we will try to find another suitable class which you can make but this is at the discretion of The Super Swim School t/a The Parlour Pool Ltd and no credit or refund will be given in the event we can not find a suitable class.

Payment

Group Lessons

Payment is made in full, termly in advance. For intensive courses payment is made in full, in advance of the course. The dates for payment will be stated on your invoice. If payment has not been received by the due date, then we may cancel your booking and will not be obliged to teach you.

1-2-1 Lessons

Where your child attends 1-2-1 lessons payment is required in advance of the lesson(s). The dates for payment will be stated on your invoice. If payment has not been received by the due date, then we may cancel your booking and will not be obliged to teach you.

Payment information is on your invoice. Please contact us if you have any queries.

Re-enrolment

Children will automatically re-enrol every term unless otherwise advised. Your place will only be secure once full payment is received. If you do not wish to re-enrol please email swim@parlourpool.co.uk.

Cancellation by us

We will make every effort not to cancel your booking but if there are unforeseen circumstances or we must close the pool then we may be forced to do so. If we need to cancel your booking, we will contact you by phone and/or email as soon as possible. Where we must cancel your lessons, we will issue a credit for the lesson (valid for 2 months) and we will try to reschedule your lessons as soon as possible.

Your credit may be used against fees for a subsequent lesson or to hire the pool but once expires will no longer be valid and no refund will be offered.

Covid - If we are forced to shut again any lessons paid for will be credited to your account. The credit may be used for private hire or against swimming lessons when we re-open.

Non-Payment

Please note failure to settle your invoice will result in admin charges being added to the outstanding amount. We will then look to recoup the amount due via a CCJ if applicable.

Adverse weather

In the event of adverse weather, the pool will remain open while safe to do so. In the event we must close the pool we will contact you by phone and/or email as soon as possible. Where we must cancel your lessons, we will try to reschedule lesson within 14 days. If this is not possible, we will issue a credit for the lesson (valid for 2 months)

Your credit may be used against fees for a subsequent lesson or for pool hire but once expires will no longer be valid and no refund will be offered.

Cancellation by You

You may cancel your course of lessons by emailing us. There may be a fee for cancelling as follows:
Weekly Lessons which are invoiced termly:

- If the cancellation is more than 48hrs before the start of term, there is no fee to cancel
- If the cancellation is less than 48 hours before the start of the first lesson, there is a fee of 2 lessons

Intensive Courses of lessons:

- If the cancellation is one week or more before the start of the course there is no fee to cancel

- If the cancellation is less than one week but more than 48hours before the start of the course, the cancellation fee is 50% of the total course cost
- NO REFUND WILL BE GIVEN WITH LESS THAN 48 HOURS NOTICE

Illness and general medical conditions

We do not credit lessons missed through illness. If your child is likely to miss several lessons, e.g., they have broken something, please contact us.

When booking your swimming lessons, you must declare all medical conditions affecting you. We will then decide whether such medical conditions may prevent you from attending lessons and will notify you. It is your responsibly to ensure you are medically safe to swim. We will not be liable for any accidents or injuries which may occur when swimming with us if they result from your medical condition(s).

Pool Rules and safety

The full Pool Rules are displayed in the lobby and will be sent with your invoice. You must read them and abide by them at all times. Failure to do so may result in you being asked to leave the swim school and no refund of remaining lessons will be issued. Important rules regarding lessons include:

All outdoor footwear must be removed in the lobby area (or overshoes worn).

Children must shower and go to the toilet before their lesson *

No running.

Children with long hair must tie it back and/or wear a swimming hat.

Children should bring swimming goggles to lessons.

Children should enter poolside 1-2minutes before the start of their lesson and sit quietly on the bench. Children must not enter poolside any earlier as it interferes with the ongoing lesson.

We reserve the right to remove anyone using the Parlour Pool who gives us any concern about safety.

Children must not run or act inappropriately at The Parlour Pool. We shall not be responsible for any injury/accident caused because of children and/or parents disobeying the pool rules.

You are responsible for your own safety actions and behaviour on any part of The Parlour Pool (poolside, lobby, changing rooms, parking area). We will remove anyone who is causing a concern about safety. We shall not accept responsibility for any accident or injury caused because of you, or other pupils, disobeying these rules.

Hygiene

Do not take any food or drink into the building.

Shoes must not be worn in changing areas and should be removed or overshoes worn.

(PRE – SCHOOL LESSONS) Double nappy policy

Were appropriate, please use double nappies or leak-proof nappies. All young children unable to use the toilet facilities, must adhere to wearing double or leak-proof protection. We reserve the right to refuse admission to the pool without the appropriate swimwear.

Used nappies must be taken home with you.

Always change your pre-schooler on the floor or use the changing table in the disabled. Please use a suitable changing mat. Do not use any raised areas such as benches, trolleys, or tables. This is to prevent accidents from occurring.

Parental responsibility

You are responsible for any children you bring with you into any part of the swimming pool venue including the changing area.

You must not leave the premises whilst your child is in their swimming lesson.

Children are not our responsibility until the child enters the swimming pool at the start of a lesson. They are then only our responsibility until the end of the swimming lesson when they exit the water.

If your child needs the toilet during lessons, and is under 8 years old, you will be asked to come poolside to take them.

During lessons you must not interrupt or communicate with the teacher, distract the pupils or approach the poolside, unless it is a matter of health and safety.

You must keep children who are not swimming, quiet and under your control at all times whilst in the swimming pool venue.

You may not take photos or video recordings or any other type of recording of any children within the property.

Siblings of children in the adult and child classes must not be left unaccompanied.

Valuables

The Parlour Pool does not accept any liability for the loss or damage to any personal effects or property brought to any lesson or left at the pool. We cannot accept any liability for lost, stolen or damaged items. We advise no valuable items are brought to swimming lessons. Lost property is put in the cupboard upstairs in the waiting room. If you have trouble accessing it please ask the Duty Manager to help you.

Limitations of Liability

Whilst every reasonable precaution is taken by us to ensure security and safety at our swimming lessons, we shall not in any way be liable for any loss or damage arising in any way from our swimming lessons or the venues we use.

Any claim against The Parlour Pool arising from attendance at one of our swimming lessons must be notified in writing to us within six months from the day of the relevant swimming lesson and we shall not be liable for any claim that is notified to us after this time.

In any event, we shall not be liable to you:

(a) for any purely economic loss, for consequential or indirect losses or for any loss of profit or opportunity;

(b) (where the claim is insured) for any loss which we are unable to recover from any insurer;

(c) (where the claim arises as a result of something which was done or not done by a third party) for any loss which we are unable to recover from that third party; and

(d) for any loss which is greater than the fee paid by you for the relevant swimming lesson or course of swimming lessons.

In the event that you cause harm, damage, loss or injury to any other person or property during the course, you agree to indemnify us and reimburse us for all claims, losses, damages, expenses (including reasonable legal fees), and any other liability suffered by us as a result of such harm, damage, loss or injury caused by you.

We shall not be liable for any loss or theft of your personal possessions and all property left by you in changing rooms, the car park or anywhere else on or in the vicinity of our venues is done so at your own risk.

Privacy Policy

When you/your child(ren) sign up for lessons at The Parlour Pool, the information we gather about you identifies you as an individual and is classified as personal data under data protection law. This information includes your name, home address and contact details such as phone number and/or email address.

We store your personal information in electronic form and paper form. Electronic information is stored in password-protected files restricted to authorised individuals. Paper copies are kept in locked storage.

How long we hold this data for:

Health-related special category information is stored until you leave the swim school and then it is destroyed.

Our policy is to retain some types of data for six (6) years, or for three (3) years after the point when you have reached the age of 18 if that is longer, to make sure the club can deal with any insurance claims which may arise. These data are:

- a. a subset of your swimming record, enough to identify you as a member of the swim school and the year in which you were a member,
- b. records of participation in courses or taster sessions by non-members, and
- c. incident reports.

Photography, Videos and Social Media

You may photograph or video your child only. Please do not take photographs or videos during group lessons with other children. Please do not put photographs or videos on social media.

Changes to Terms and Conditions/Code of Conduct

From time to time The Parlour Pool may update these terms by sending you either an updated version or notification of minor changes. You are free to not accept these changes, but we would ask you to notify us in writing of your non-acceptance within 14 days of your receipt, failing which we will be entitled to treat our agreement with you as being subject to the updated version.