



# Terms of Service

Thank you for your interest in us!

Here you can find a summary of our Terms & Conditions to help you understand how our services work before joining!

## [Topping up an account](#)

Manor House Barn runs on a top up service. Members can top up 4, 5, 10 or 15 lessons [Credits] at a time convenient to you. Once credits run low, members can top up again to maintain the account.

## [Important top up points](#)

- Automated reminders when class credits are running low will be sent to you at 3, 2 and 1 class credits remaining!
- Members will need to maintain class credits to keep their lesson slot secured.
- If credits reduce to zero, it will be assumed that you've decided to leave the programme and the space will be available to new bookings.
- Please top up **before** your last paid sessions to ensure your time slot is secure.
- Due to insurance purposes, we cannot allow entry to the pool without a booking.

## [Payment Options](#)

Payment for lesson credits can be made via the Home Portal! We can also take payment on-site via our teachers, over the phone or by one off text/email links. Please contact us for these other methods of payment.

## [Planned Absences](#)

We are happy to be a swim school that provides an option for when you can't attend your lesson.

Every swimmer will be allocated **two 'planned absences' a year**, which you can use to roll your session to the end of your paid block if you are unable to attend.

For any other absences, a catch-up lesson in a slot, which you are not already occupying will be required. These can be chosen at your convenience by browsing the online portal to see when there is a slot available for your ability during that week.

For more information and to view our terms & conditions, please visit our website [www.manorhousebarn.com](http://www.manorhousebarn.com)

## Contact

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