

## **BPP Lake Coaching Terms & Conditions**

**Payment:** Payment must be made by bank transfer before the first session begins in order to ensure your space is held. Places are not guaranteed; they are subject to availability.

**Cancellation:** Once booked and paid for and prior to the commencement of coaching, you can cancel your place up to a week in advance and we will refund your money. However, cancelling the place with less than a weeks' notice means we may not be able to fill it, therefore refunds are only given if we can find someone else to take your slot. Also, see lake closures below.

**Missed sessions:** We are under no obligation to refund any monies in the event that you are unable to attend a session due to holiday or sickness (or another reason). In the case of serious illness, i.e. a broken limb each case will be considered individually and in exceptional circumstances you may be given the option of carrying over the unused lessons to a later date.

**Lake closures/cancellation of lesson by coaches:** On very rare occasions sessions may be cancelled for reasons such as poor weather (lightning) or coach illness. Whenever possible, we will make up for this by adding an extra session to the end of term. In this circumstance no refund will be given. However, if this is not possible, then the session will be deemed "lost" and you will be refunded. We will use our best endeavours to notify you of any such event via text message in good time.

**Your health:** Please inform the coaches, by completing a PARQ of any health issues that may be relevant to the session. This information will be handled with the utmost confidence. The decision to perform any form of exercise remains that of the individual and the coach cannot accept any responsibility for problems during or outside a session. If you are in any doubt as to your fitness or whether you should be taking part, please consult a GP beforehand.

**Jewellery:** Please remove all jewellery as this can cause injury or could get damaged or lost. Better still, please leave anything of value at home as there is nowhere to store it safely.

**Lost property:** The coaches are not liable for any personal property you leave behind at the lake. Please make sure you remove all your personal belongings from the lake area before you leave.

**Safety:** Your safety is of the utmost importance. However, the coaches will not be liable for any loss, damage or injury that may occur whilst you are on the premises, including in the car park. All swimmers must wear a tow float and brightly coloured swim cap. We would also recommend that all swimmers wear a wetsuit when the water is below 16 degrees.

**Lakeside etiquette:** Please do not enter the water until invited in by the coach.

Happy swimming!