

AQUAKIDZ TERMS & CONDITIONS

BOOKING LESSONS

The AquaKidz term time lessons run on a weekly basis over 3 terms. All term dates and details are available on our website: www.aquakidz.co.uk

In order to give existing AquaKidz clients priority for courses each term, we use an automatic re-booking system. Around the mid-point of each term we send an online survey asking if you wish to change venue, day or time, or alternatively that you wish to stop altogether. If no changes are required, you will automatically be re-booked onto the next term. Lesson times may vary slightly, particularly in the September term where the lesson times tend to move slightly later to accommodate the pre-schoolers moving up to the afterschool classes.

We will need to have received payment of the course fee by the date we have specified in order to be able to guarantee you a place.

CUSTOMER PORTAL

AquaKidz operates via the IClassPro customer portal. Customers can view the bookings, make payment and see the swimmer skills assessments via the customer portal:

<https://app.iclasspro.com/portal/aquakidz>

REFUNDS & CANCELLATIONS

All AquaKidz customers have the right to cancel at any time prior to the payment due date for that course.

If you cancel a booking at any time after the payment due date has passed but prior to the course commencing, we will issue a refund minus a minimum £15 cancellation charge. Once the course has started AquaKidz are under no obligation to provide a refund if you wish to cancel following the commencement of your first class.

In the instance that a pool cannot be used or the class is unable to run for any other reason, AquaKidz will refund for the cost of the lesson.

TERMINATION OF LESSONS

We reserve the right to terminate swimming lessons if: (a) the Swimmer's conduct or that of their parent or guardian is in our reasonable opinion unacceptable; or (b) the Swimmer's conduct or that of their parent or guardian is or may be in our reasonable opinion harmful to our reputation; or (c) the Swimmer's conduct or that of their parent or guardian amounts to a breach of these Terms and Conditions. You will not be entitled to any refund for a course started but not completed.

The types of behaviour we consider to be unacceptable include:

- Swearing at or in front of Swimmers, teachers, parents or guardians
- Making personal insults towards Swimmers, teachers, parents or guardians whilst attending the swimming lessons
- Making defamatory comments online or on social media about us, Swimmers, teachers, parents or guardians
- Making intimidating or threatening remarks in person, over the phone or via email to us or the teachers
- Failing to adhere to our safeguarding procedures.

Please note that this list is NOT exhaustive.

THE PARENT & SWIMMER CODE OF CONDUCT

AquaKidz have a code of conduct for parents and swimmer that all customers should abide by. These rules are in place to help ensure the health and safety of all pool users. The Code of conduct can be accessed on the AquaKidz Website (www.aquakidz.co.uk).

SAFEGUARDING

AquaKidz is committed to providing good child safeguarding practice for all our swimmers and we have adopted the Swim England Safeguarding Policy – Wavepower, a copy of which can be viewed and downloaded from www.swimming.org. Our AquaKidz policy is one where we accept that good safeguarding and fair play is paramount for all our swimmers.

If you have a question or concern regarding child welfare, please make contact with the AquaKidz Head Office or contact Swim England's Swimline on 0808 100 4001.

LIMITATION OF LIABILITY

We will be responsible for any foreseeable loss or damage that you may suffer as a result of our breach of these Terms and Conditions or as a result of our negligence. Loss or damage is foreseeable if it is an obvious consequence of our breach or negligence or if it is contemplated by you and us when our contract with you is created. We will not be responsible for any loss or damage that is not foreseeable.

Each of our teachers is appropriately qualified as a swimming teacher and competent to conduct the classes assigned to him/her but their advice does not include any medical or similar advice and is not a substitute for advice provided by an appropriate medical, health, or fitness professional or therapist.

If you bring any personal belongings onto our premises, we do not undertake to keep them safe or provide any storage place for them.

HOW WE USE YOUR PERSONAL INFORMATION (DATA PROTECTION)

- The online booking system will request information on each swimmer such as name, gender, date of birth, address, mobile number, relevant medical information or special education needs.
- This information is collected in order to send details of the lessons, any changes or cancellations. Also to help us ensure a safe & supportive environment for learning to take place.
- If you have told us we can use your information in a certain way, you can tell us to stop using it at any time, by contacting swim@aquakidz.co.uk

Our data protection policy and privacy notice, which are available on the Aquakidz website (www.aquakidz.co.uk) set out our commitments to you, in compliance with and beyond the General Data Protection Regulation (commonly known as the **GDPR**) and explains how we collect, store and use your personal information.

COMPLAINTS

We always welcome feedback and, whilst we always use all reasonable endeavours to ensure that your experience as our customer is a positive one, we nevertheless want to hear from you if you have any cause for complaint. If you have any complaint about our classes or any other complaint about us or any of our staff, please raise the matter by emailing swim@aquakidz.co.uk

CHANGES TO TERMS AND CONDITIONS

We may from time to time change these Terms and Conditions without giving you notice, but we will use our reasonable endeavours to inform You as soon as is reasonably possible of any such change.