



Terms and Conditions

Heathfield Swim School / Swim Stars South East Swim School

Policy Written: 17th September 2024

Policy Review Date: 17th September 2025

These Terms & Conditions govern the provision of swimming lessons and associated services at Heathfield Swim School and Swim Stars South East. By enrolling yourself or your child, you agree to the following policies, which comply with UK Consumer Law, UK GDPR regulations, and relevant UK health and safety legislation. These terms are also in line with Swim England guidelines for swimming instruction.

1.0 - General Terms

- **Lesson Duration:** Swimming lessons are 30 minutes in length.
- **Arrival Time:** Participants must arrive 5 minutes before the lesson starts to ensure a prompt start.
- **No Refunds for Disruptions:** No refunds will be provided for disruptions to lessons caused by events beyond our control (e.g., weather conditions or pool issues).
- **Cancellations:** We will notify you of any cancellations at least 30 minutes before the lesson via Facebook (@HeathfieldSwimSchool / @SwimStarsSoutheast).
- **Low Enrolment:** We reserve the right to cancel sessions due to low enrolment, in which case a full refund or alternative lesson will be offered.
- **Application Deadline:** Applications are accepted up until the day before the first session, with places allocated on a first-come, first-served basis.

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- **Swimming Gear:** Goggles are encouraged, and swimming hats are compulsory for all swimmers. Hats are available for purchase.
- **Alternative Lessons:** Where necessary, performance-based alternative lessons may be recommended.
- **Individual Applications:** A separate application is required for each child, and all necessary information must be fully provided during the booking process.
- **Data Protection:** We comply with UK GDPR and ensure your data is stored securely and used only with your consent. Your information will not be shared with third parties for marketing or other purposes.

2.0 – Parking

- **Cross In Hand Primary School:** Parking on school grounds is prohibited; use Mill Road Carpark.
- **Maynard’s Green:** Parking is available in the school’s main car park or the Sickle Hatch Lane lay-by.
- **Fermor Primary School:** During daytime lessons, the school car park is not available. Use nearby lay-bys or the Church Hall car park. After-school lessons may access the school car park after 3:50 pm.
- **Rose Hill:** The school car park is available from 5:15 pm; do not park outside designated areas.

3.0 - GDPR Compliance

- We are fully compliant with UK GDPR regulations. Your personal data is stored securely and used only for the purposes for which it was collected.
- You have the right to request access to your data and to request that it be deleted, as outlined in our Privacy Policy.

4.0 - Bookings

- Bookings are made through TryBooking, with payment required in full to secure your place.
- Places are allocated on a first-come, first-served basis.

- Existing swimmers are given a one-week priority window to book for the next term before spaces are offered to new customers.

5.0 - Missed Lessons

- No make-up classes are offered for missed lessons due to holidays, illness, or personal reasons.

6.0 - Changing Class Times

- We reserve the right to merge or change class times for operational reasons. We will make every effort to keep times as consistent as possible.

7.0 - Sickness Policy

- Consult a medical professional if there is any known or suspected medical condition before attending lessons.
- For highly contagious illnesses (e.g., vomiting or diarrhoea), please refrain from swimming until 48 hours after symptoms have fully cleared.
- Notify the swim school of any changes to medical conditions or health issues.

8.0 - Swimwear Policy

- Swimming hats are mandatory for all participants with mid to long hair.
- Underwater photography is prohibited during lessons, and no photography is allowed in changing rooms.
- All participants must wear suitable swimwear during the entirety of the lesson.

9.0 - Photography Policy

- Please seek permission from the teacher before taking any photos or videos during sessions.
- A strict no photography or no video policy is in place unless permission has been explicitly granted.
- Occasionally, participants may be photographed or filmed for promotional purposes, but only with prior consent from parents or guardians.

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10.0 - Pool/Poolside/Changing Room Health & Safety

- Use only the designated changing rooms, and please be mindful of noise and disruption to others.
- Showers should be used before entering the pool.
- A responsible adult must supervise children in the pool area.
- Mobile phones and other digital devices are not permitted in changing areas to ensure privacy.

11.0 – Supervision

- A responsible adult must remain on-site during the child's lesson. If alternative supervision arrangements are needed, prior written agreement must be made with the school.

12.0 - Food & Drink

- We kindly ask that food and drink are not consumed in the changing rooms or poolside areas. Please dispose of any litter appropriately.

13.0 - Changes to Personal Details

- It is the responsibility of the participant or their parent/guardian to inform Heathfield Swim School and Swim Stars South East of any changes in contact details or other relevant personal information.

14.0 - Liability

By participating in swimming lessons at Heathfield Swim School and Swim Stars South East, you acknowledge and agree to the following terms:

14.1 Assumption of Risk

- Participation in swimming lessons involves inherent risks, including but not limited to drowning, injury, or illness. By enrolling, you assume all risks associated with participation for yourself or your child.

14.2 Release of Liability

- You hereby release and hold harmless Heathfield Swim School and Swim Stars South East, its owners, instructors, employees, contractors, volunteers and agents from any claims or liabilities related to injuries, illnesses, or damages sustained during swimming lessons, whether caused by negligence or otherwise.

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15.0 Medical Emergency

- In the event of a medical emergency, you authorize Heathfield Swim School and Swim Stars South East to seek medical treatment for you or your child. We will attempt to contact you, but if immediate treatment is necessary and you cannot be reached, you consent to emergency medical intervention.

16.0 Agreement to Follow Rules

By enrolling, you agree to comply with all policies and procedures outlined in these Terms & Conditions and any other instructions provided by Heathfield Swim School and Swim Stars South East.

17.0 - Changes to Terms & Conditions

Heathfield Swim School and Swim Stars South East reserve the right to amend these Terms & Conditions at any time in response to changes in legislation, operational requirements, or Swim England guidance. Updated terms will be posted on our website and shared with customers in a timely manner.

By enrolling in our swim programs, you acknowledge that you have read and understood these Terms & Conditions and agree to abide by them.

