

Booking and Payment

Lessons are booked on a termly basis and until the last lesson of the term.

Where lessons are started once the term has began, fees will be charged on a 'pro rata' basis.

We are unable to facilitate 'part term' bookings where your request is to end the term early.

Bookings are not confirmed until payment has been received. You will always be provided with a confirmation of your booking via email.

Cancellation

Lessons cannot be cancelled once the term has started unless for medical reasons provided in writing giving no less than 7 days notice.

You are, however, able to transfer your lessons to another student who can complete your booked course.

A minimum of 7 days notice is required to cancel any Crash Course booking.

Where you miss a lesson within your booked course, we cannot guarantee a lesson to replace this.

Missed lessons are not possible to credit.

Where the pool or instructor is unavailable for your lesson you will be notified as soon as possible before your lesson.

A replacement lesson will be provided in this instance.

Lesson credits are only valid within the term booked.

Changes once the course has started

Changes are always possible where there is availability.

Annual Bookings

Annual bookings are subject to the advertised discount and offer for that given year.

To qualify for the discount, payment must be made in full at the time of booking.

Bookings must be confirmed in advance of the autumn term of each academic year.

If an annual booking is cancelled before the end of the summer term, all previous terms will be charged at full price.

Direct Debits

Direct debit payments are taken 3 times a year in November, March and June.

Payment details will be advertised no less than 3 weeks prior to the payment date.

All direct debits are covered by the direct debit guarantee.

Refunds

Any authorised refunds are subject to a 15% fee.

Illness

A Doctors note must be provided for a serious illness or operation.

Only on submission of this note can allowances in the form of replacement lessons be considered.

Increase of fees

Swimming Rocks Ltd reserves the right to increase course fees. Fees will be advertised in advance of any new course.

Club Policy

As we have contractual arrangements to use the swimming pools as a third party provider, you are required to adhere to the club rules and policies at all times.

For a copy of these please ask. General courtesy and awareness is required at all times.

Please refer to the location fact sheets available on the website for more specific information.

Parents / Guardian Responsibility

A parent or carer must remain on site for the duration of the lesson.

Push Chairs

Only strollers that can fold down are allowed into venues and must be stored in the relevant area subject to club rules.

A storage area will be provided. Please ensure your stroller is folded down before you change.

Change of details

You must inform us of any change in address, contact details, student health or condition and also if there is a change of Guardian / Carer.

These changes and any other relevant change should be made in writing to the Bookings Administrator.

Data

All data is protected by the Data Protection Act of 1998

Communications

We will only email you for reason of interest within Swimming Rocks and will never provide your emails or contact details to any third party.