

Terms, Conditions, Booking, Pricing, Cancellation policy 2025

(POLICY NO. COVSS/001/V1)

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This document supersedes any previous Terms, Conditions, Booking, Pricing, Cancellation policy and related documents. It is always available electronically via request from the Swim School Manager or Head of Operations or on Teams. Any other electronic or paper versions of this document sourced from any other network drive, email or other sources should be checked against the current Teams version prior to use.

EXPECTED USERS	<p>This policy is applicable to all individuals employed by the swim school, regardless of their employment status or role. This is also applicable to all customers of the swim school. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Swim School customers • Full-time employees • Part-time employees • Self Employed teachers • Temporary or seasonal staff • Fixed-term contract employees • Apprentices and interns • Additionally, this policy extends to volunteers and any other individuals working under the direction of the Club, ensuring a comprehensive and uniform approach to discipline within our organisation. <p>It is crucial for all customers and members of our staff to be aware of and understand this the policy is designed to ensure fair treatment for all employees and customers by providing clear guidelines.</p>
DESCRIPTION	This policy is to provide guidance for everyone who wants to understand out Terms, Conditions, Booking, Pricing, Cancellation policy
ACTION REQUIRED	This Policy will be stored on Teams and shared with all concerned. It will be available on request for all to see and action to agree to abide by the policy. It will also be supplied to new starters beginning employment or any customers as part of their contract agreement.



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1. Introduction

Coventry Swim School are committed to providing safe, high-quality swimming lessons that build confidence and skill, with all lessons being taught by qualified swimming teachers.

While Coventry Swim School cannot guarantee that every swimmer will progress at the same rate or to the same level, the swim school is dedicated to supporting all swimmers to achieve the standards required for their target award and to provide them the learn to swim environment to reach their full potential in learn to swim.

Site Codes

- Alan Higgs = **AH**
- Lyng Hall = **LH**

It is essential for all members of Coventry Swim School to understand, agree to, and adhere to Coventry Swim Schools Terms & Conditions and Code of Conduct outlined below.

2. General Terms & Conditions for Alan Higgs & Lyng Hall Sites

Enrolment Conditions - Places are allocated on a first-come, first-served basis. As demand for our classes can be high, we strongly recommend early registration. By confirming your booking, you agree to the Coventry Swim School Terms & Conditions and Code of Conduct. A place is only confirmed once a Direct Debit has been set up. Payments can only be made via Direct Debit. Absences for holidays will still incur charges, but your place will be retained. A place cannot be confirmed without payment. Payments can be made by card or bank transfer; cheque or cash are only accepted under special circumstances with prior agreement.

Data Protection - By enrolling with Coventry Swim School, you consent to us processing any personal data you provide during registration. This data will not be shared with third parties. We adhere to all GDPR guidelines, and our full Swim School GDPR and Privacy Policy are available on our website.

Waiting Lists - Each class has a maximum capacity. If classes are full, a waiting list will be implemented. You will be notified when a place becomes available at the appropriate ability level. If you no longer wish to remain on the waiting list, please inform Coventry Swim School.

Refunds (New Members) - You have the right to cancel your enrolment within seven days of making the initial payment. To cancel, please contact Coventry Swim School in writing. You will receive a full refund to a bank account of your choice. After the seven-day period, you will be treated as an existing member, and the following cancellation policy will apply.

Cancellations (Existing Members) - To cancel your membership, a written request must be submitted, and medical evidence may be required if applicable.

- Cancellations made at least 15 days before the start of the month/course will be refunded in full.



- Cancellations made 7-14 days before the start of the month/course will incur a £10 cancellation fee.
- Cancellations made less than 7 days before the start of the month/course will not be refunded.
- Refunds or credits will not be issued if your child refuses to swim or if you change your mind. Coventry Swim School reserves the right to change or cancel courses; if this occurs, we will attempt to reschedule, but if that's not possible, a refund will be issued.

3. Cancellations by Coventry Swim School

Scheduled closures (including public holidays) are reflected in your normal monthly fee and will not be reimbursed.

If Coventry Swim School cancels a class that is not a scheduled closure, the following month's fee will be adjusted accordingly.

4. Missed Lessons

No refunds will be issued for missed lessons. However, swimmers are entitled to a maximum of two makeup sessions within each 10-week period. These makeup sessions may be taken at a different time or venue.

For any lesson-related concerns, please contact enquiries@coventryswimschool.co.uk

5. Medical Responsibility

When agreeing to these terms and conditions, you confirm that you or your child have no medical conditions that could affect participation in swimming lessons, unless previously disclosed to Coventry Swim School.

- Any medical conditions must be communicated for health and safety reasons.
- If your child has a cold, sinusitis, or ear infection, swimming should be avoided.
- Swimmers should be symptom-free for 48 hours before returning to class.
- Swimmers should refrain from swimming if they have had diarrhoea in the last 14 days (NHS guidance).

6. Enrolment Flexibility

While we strive to offer flexible booking, your preferred time slot may not always be available. Placement in groups is at the discretion of the teacher.

7. Staff Qualifications

- All Instructors leading a class are at least level 2 Swim England qualified(National governing body) or equivalent.
- All our assistants are level 1 Swim England qualified(National governing body) or equivalent.
- Our Staff are also insured, and experienced swimming teachers and hold the relevant RLSS & safeguarding certificates.



- We pride ourselves on our high Instructor to swimmer ratio, ensuring your child will receive above average attention. As some physical contact with your child is unavoidable, all staff adhere to Safeguarding Procedures and are DBS checked.
- Coventry Swim School reserves the right to replace advertised Teacher where unavoidable.
- If an instructor is unwell or cannot attend a session, Coventry Swim School will endeavour to provide a cover teacher. Our Staff also undergo regular staff training.

8. Lost Property

Coventry Swim School is not responsible for any lost or damaged property, whether left in the pool area or car park. Please, only park in designated spaces and avoid parking on grassed areas.

9. Child Supervision

Responsible adults must supervise children at all times, inside and outside the pool building, including the parking areas. Children must not be left unattended and must be under the direct supervision of an adult not participating in the lesson.

10. Drop-Off and Collection of Swimmers

Alan Higgs: Swimmers should be dropped off at the entrance to the poolside. After the lesson, children under 8 must be met by their responsible adult at the shower area.

Lyng Hall: Children over 8 years old should use their own gender changing rooms unless an alternative arrangement is made. Swimmers will be collected from poolside by their teacher at the end of the lesson.

11. Poolside & Changing Room Photography

- Filming of swimmers (even your own child) is not permitted at any time, in accordance with Swim England safeguarding guidelines.
- Persistent non-compliance will result in removal from the poolside.
- Coventry Swim School reserves the right to use photographs for promotional purposes with prior notification to you.
- All Coventry Swim School photography, logos, and illustrations are the copyright of Coventry Swim School (or credited party).
- Any scanning or reproduction of any of the above without our written agreement will be regarded as being in breach of our copyright and dealt with accordingly.
- Coventry Swim School cannot be held liable for the actions of third parties and, therefore, excludes to the fullest extent possible by law, any liability arising from a breach of this section headed "Poolside & changing room photography" by any party.

12. Home Portal

Parents can register on the Home Portal to track lesson progress and receive updates about badges and lesson times.

Notifications of changes will be communicated via email and the Home Portal.

13. Code of Conduct – All Sites – Swimmers

- Do not eat for at least 1 hour before swimming.
- Arrive on time; late arrivals (more than 10 minutes) may not be permitted to join the lesson.
- Keep poolside noise to a minimum.
- Only enter the pool when invited by the teacher.
- Disruptive behaviour (e.g., running, shouting, jumping) will result in dismissal from the session.
- Ensure long hair is tied up and avoid wearing jewellery in the pool.

14. Pool Safety

In case of an emergency, all swimmers must follow the pool's Emergency Action Plan (EAP). Swimmers must exit the water when instructed, and no attempt should be made to recover belongings during an evacuation.

15. Hygiene

Swimmers must shower before entering the pool, and food and drink are not allowed in the changing rooms. Buggies should be left outside the changing rooms.

16. Changes to Terms and Conditions / Code of Conduct

Coventry Swim School may update these Terms and Conditions and Code of Conduct from time to time. You will be notified of changes, and if you do not accept them, you must inform us in writing within 14 days. Failure to do so will imply acceptance of the updated terms.

17. Contact Us

For further information, please contact Kyle Offer or Murray McDermott at enquiries@coventryswimschool.co.uk or Kyle.offer@coventryswimschool.co.uk

POLICY NUMBER	EFFECTIVE DATE	SIGNIFICANT CHANGES
Version Number unknown – as seen on old website Aug 2024	April 2025	Combined terms and conditions and booking policy as duplication across both documents and also changed formatting of document.