



## **Terms and Conditions**

### **Bookings:**

1. If you make a booking either verbally or via the booking system, you enter a contract with *Attitude swim coaching*. Should you cancel your booking with greater than 48hrs notice, there will be nothing to pay.
2. If you cancel less than 24 hrs notice you will be required to make good on your payment. No refund will be offered.
3. The exception to this is for medical reasons.
4. In the event of a no show or no attendance no refund shall be offered.

If for some reason the session / lesson is canceled by *Attitude swim coaching* a full refund will be available on request or you maybe credited the session / lesson and roll it over to the next week, or block of lessons.

### **Teachers / Coaches:**

All Attitude swim coaching staff are fully qualified, insured and have a current DBS Disclosure from England and Wales.

*Attitude swim coaching* will endeavour to provide consistency with teacher / coach on a week to week basis.

If you have any concerns as to the conduct or suitability of one of our teachers /coaches please contact Annie, who will discuss this matter further and attempt to address any concerns you may have.

### **Pool Lessons:**

These will be invoiced prior to the start of a new block, unless you pay on a week by week basis. We operate a rolling block, should you wish to terminate your lessons, please give 14 days notice. All blocks of lessons should be paid for 7 days prior to the start of that new block.

### **Open Water Coaching: (Intro / Coaching)**

You will be invoiced for these sessions. Payment in full is expected 7 days prior to session. Cancellations less than 7 days and more than 24 hrs to the session starting will be offered a partial refund minus any administration costs.

### **Adverse weather conditions:**

Should an outdoor session need to be canceled due to weather, high winds, lightning, or water pollutants, you will be offered an alternative date, credit towards another session or a full refund.

### **Behaviour:**

In the event of a swimmer refusing to obey the instructions of any *Attitude swim coaching* staff or behaving in a manner that puts others at risk or causes damage to property, that swimmer shall not be permitted to continue with the session /lesson and will be asked to leave. In such circumstances *Attitude swim coaching* has the right to terminate the contract for that and any future bookings. *Attitude swim coaching* will offer a full refund minus an administration fee.

Open water swimmers please read the swimmers code of conduct before attending any session.

### **Loss or Damage of Belongings:**

*Attitude swim coaching* is not responsible for any loss or damage that occurs whilst undertaking a session or lesson.

If at the pool, all valuables should be locked in a locker. If at the lake you can ask the lifeguard to look after key etc, or carry secured in your tow float, worth investing in a non electronic key for water activities. If at Delph Annie will happily secure your key in my car.

### **Disputes:**

Should you wish to raise concern or complain about any aspect of a session / lesson, please contact Annie:

Email: [attitudeswimcoaching@gmail.com](mailto:attitudeswimcoaching@gmail.com)

Phone: 07790585281

Post: 9 Victoria Rd,

Kirkham

Preston

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