



ABC Swim UK Terms and Conditions

Parental Responsibilities.

- Clients are responsible for always supervising their children except during lessons where the child is under the teacher's supervision.
- Clients must notify the teacher before the lesson of any concerns or relevant health issues.
- Physical contact between instructors and swimmers may occur in a professional and caring manner to assist teaching.
- Swimmers must not enter the pool until instructed and must notify the teacher if they need to leave the pool early.
- Children not yet fully toilet trained must comply with our Double Nappy Policy (a disposable swim nappy covered with a neoprene nappy). Used nappies must be disposed of appropriately offsite.

Refunds and Lesson Credits

- Once payment is received, no refunds will be offered unless the place can be filled by another client.
- No refunds are available for circumstances beyond our control, such as government lockdowns, Covid-19, adverse weather, power cuts, or Acts of God.
- If lessons are missed due to illness, holidays, or personal reasons, fees remain payable to retain the swimmer's place. No credits or refunds are given except in cases of serious medical issues, **at the management's sole discretion.**
- If a lesson is cancelled for whatever reason, a make up class will be provided if possible. Where a make up class is not possible, a credit will be placed on your account to come off the next invoice/payment.

Lesson Pricing

- Lesson fees cover 39 weeks of tuition annually, split into 12 equal monthly payments. Fees vary dependent on venue and class type.
- New enrolments pay a pro-rata fee for the first month, then monthly from the 21st. There may be occasions where new startes have to pay two months upfront, but then nothing for anothe month, depending on when the sign up happens.
- A sibling discount of 12% is available.

- Lesson prices are subject to periodic review and are open to yearly increases in line with RPI.

Badges

Once a year children receive one free badge in the Winter term, then Spring and Summer there is a £3 charge if you wish for your child to have a badge. This £3 will be added on to your invoice before the badges are given out. If you do not wish your child to have a badge please inform us.

Client Behaviour and Poolside Standards

- Running on poolside, wearing sharp jewellery, eating, drinking alcohol, or chewing gum are prohibited.
- Long hair must be tied back or covered with a swimming cap.
- No photography or videography is permitted unless undertaken by ABC Swim UK with prior written consent from parents/carers.
- Clients must follow site-specific pool rules, arrive no earlier than 15 minutes before their lesson, and depart within 15 minutes after.
- **Food is strictly forbidden inside pool buildings.** Outdoor footwear and buggies are not permitted on poolside.

Hygiene and Welfare

- All swimmers must shower before entering the pool.
- Plasters, hair clips, makeup, and lotions must be removed before swimming to protect water quality.
- Smoking is strictly forbidden in all pool buildings and surrounding grounds.
- Abuse (verbal or physical) towards any ABC Swim UK staff will result in immediate termination of enrolment and, where necessary, referral to the appropriate authorities.
- Clients must comply with all parking and entry/exit procedures. ABC Swim UK is not responsible for any damage or loss to property.

Rebooking and Payment

- Enrolment automatically rolls into the next term unless notice of withdrawal is given in writing with at least one full month's notice.
- Invoices are issued on the 7th of each month, and payments are collected automatically on the 21st through Swimphony. ABC Swim UK reserves the right to take payments where card details are stored and not set up to be taken

automatically.

- Clients who fail to give proper notice will be liable for payment if not given the appropriate time.

How Our Payment System Works

At Swim UK, lesson fees are spread evenly across the year to make budgeting simple.

- We provide **39 weeks of lessons per year** (term time only).
- Instead of paying large lump sums each term, we divide the total annual fee into **12 equal monthly payments**.
- Clients pay the same amount each month, regardless of how many lessons fall in that month.

Because lessons only run during term time, there will be times in the year where:

- clients have **paid more than the value of lessons taken so far** (ahead/credit), or
- clients have **attended more lessons than you have paid for** (behind/arrears).

This is completely normal with the pro-rata system. Over the 12-month cycle it always balances so that clients have paid for exactly the 39 lessons.

If clients leave

We ask for **one month's written notice**. Notice is tied to our monthly billing cycle:

- If notice is given **before the 7th**, no further invoice will be raised.
- If notice is given **between the 7th and 21st**, the invoice already raised will still be payable on the 21st and will cover your final month of lessons.
- If notice is given **after the 21st**, that month's payment has already been taken and will be used as your final month of lessons.

Important: Notice cannot begin while the account is in arrears.

Reconciling Your Account

When a client leaves, we review your payments against the number of lessons taken:

- **If you are in credit** (paid ahead):
 - Your notice month will use up some or all of this credit.
 - Any remaining balance will be **refunded at the end of the calendar month**.
- **If you are behind** (attended more than you've paid for):

- An invoice will be issued for the outstanding balance.
- This must be paid before your account can be closed.

This ensures everyone pays fairly for the lessons actually taken.

Example

- Monthly fee: **£50.37** (first child,).
- By December, you may have paid for **7 months (£352.59)**, but depending on the timetable, only received the equivalent of **6 months of lessons (£302.22)**. You're **£50.37 ahead**.
- By March, you may have had more lessons than covered, and could be **£30 behind**.

This structure gives families predictable monthly payments, spreads costs evenly, and ensures that no matter when you leave, your account is squared fairly with either a **refund/lessons owed** or a **final balance to pay**.

Late Payment Policy

All lesson fees are due by the date shown on your invoice. If payment is not received by the due date, the following late fees will be applied to your account:

- **Week 1 (up to 7 days late):** £5 per child
- **Week 2 (8–14 days late):** An additional £10 per child on top of the £5.

Late fees will be added to your account balance automatically unless there has been communication. If payment remains outstanding after 14 days, your child's place will be suspended until the balance is cleared in full. Continued non-payment may result in your place being withdrawn.

Instructor Changes and Lesson Adjustments

- ABC Swim UK reserves the right to substitute instructors as needed without offering refunds, this can occur when another teacher is unavailable.
- In the event of last-minute changes to lesson times, ABC Swim UK will notify clients via SMS and email as early as possible.
- Clients are responsible for checking communications. No reimbursement is offered for missed messages.

Pool Closures

- If a pool becomes unavailable for all manners of reasons, we will endeavour to reschedule at the same venue or different time/day.

- If not possible, alternative lessons at nearby venues will be offered where possible.
- No refunds are provided for closures due to uncontrollable events such as pandemics or 'Acts of God'.

Medical Conditions

- Clients must disclose any existing or developing medical conditions affecting swimmers or accompanying adults.
- ABC Swim UK reserves the right to decline participation where necessary for health or safety reasons.

Illness Policy

- Swimmers must not attend lessons if they are ill with contagious diseases.
- In the case of sickness and diarrhoea, swimmers must be symptom-free for at least 48 hours before returning.

Withdrawal of Service

- ABC Swim UK reserves the right to refuse entry or discontinue lessons for any client/clients family whose behaviour is deemed disruptive, unsafe, or unreasonable.

Website Disclaimer

- The ABC Swim UK website and its linked materials are provided 'as is' without warranty.
- No endorsement is implied by references to third-party sites, products, or services.
- ABC Swim UK disclaims liability for loss arising from use of the website or linked content.

Personal Data and Privacy

- ABC Swim UK collects and stores personal information in compliance with GDPR.
- Financial information is not stored.
- We do not share client information with third parties and only use personal details to manage lessons and client communications.

Photography Consent

- Parental/carers consent is required before photographing or filming children during

lessons.