

## **Duck n Dive Terms and Conditions with effect winter 2018**

### **Booking and Payment**

When initially booking onto a course we will require you to complete an online enrolment form for our records – this will be kept confidential at all times. Please inform us of any changes in your contact details as this information is used for re-enrolment, posting awards and to contact you if lessons are cancelled for any reason.

By booking you accept these terms and conditions and they will form a binding contract between you and Duck N' Dive Limited.

You will automatically be re-enrolled each half term unless you advise us that you do not wish to continue.

Payment must be made in full by the date shown on the invoice and prior to the start of the course. If payment is not received by the course start date your child's space may not be guaranteed.

Payment is to be made via GoCardless. (Full details available on request and sign up details will be emailed upon booking).

### **Late payments/ payment arrears**

We will remind you via email after one week of any late payment due, a secondary reminder email will be issued once a payment is 14 days overdue, – a final warning will be issued after 21 days and a follow up call made to see if all is ok, and if no payment has been made following this, we reserve the right to cancel your booking and your invoice will remain payable in full. Please talk to us if you experience any difficulty in making a payment and we will do best to support and agree upon a solution.

### **Refunds and Cancellations by you**

Please note that we require 4 weeks notice of cancellation of lessons – if you cancel your space during the term no refund will be given. If 4 weeks notice is not given before the start of the next course a certain number of lessons will be payable.

If you are unable to attend a lesson due to holidays or illness a refund will not be given under any circumstance. We regret that due to being at capacity we cannot offer alternative lessons if you are unable to attend. If lessons are being cancelled or postponed due to a serious illness or emergency (broken bones/hospitalisation etc) please speak to Sally or Andy and they will do best to assist you.

Children with heavy colds, sinusitis, ear infections, diarrhoea, vomiting, chicken pox and other contagious diseases should NOT attend lessons whilst these symptoms show.

Please do not let your child eat for at least 30 minutes before their lesson – any sickness in the pool results in pool closure.



01952- 301012

[info@dndswim.co.uk](mailto:info@dndswim.co.uk)

## **Pool Closures or Cancellations by us**

If in the event Duck N Dive Limited has to cancel a lesson for such reason as under staffing or emergency pool closure, the fee will be credited to your account to be deducted from the following term fees. With scheduled pool maintenance we always try and find a suitable alternative venue and will of course plan and inform you accordingly. If cancellation is by us you will receive 100% of monies for missed lessons either via deduction of your fee for the following course or if not continuing onto next course a bank transfer will be made on the final date of the scheduled lessons.

We will endeavour to contact you as soon as possible via SMS and email to advise you of any changes/cancellations.

## **Awards and Assessments**

Within the course cost each child will be allocated a Swimming Tracker to chart their progress. At the end of each full term (April/July/December) your child will receive a Progress Report via Email completed by their instructor to show their progress towards their given stage at that time, during the half term breaks (Feb/ May/ Easter) distance assessments will take place, trackers will be handed in at final week of each course and instructors will hand back out at 1<sup>st</sup> week with updated stickers and ticks in as well as relevant in house Certificates. There are also fun activities for your child to do within these swimming learning journey logs.

Official ASA badges are available to purchase, for those who wish for them, we run an ordering/ payment policy to ensure the smooth handling of this, full details can be found within the parent info & FAQ pack which will be emailed to you upon joining us, and laminated poolside copies can be found across the venues, if you wish for a copy of this please email [sally@dndswim.co.uk](mailto:sally@dndswim.co.uk)

## **Parents and Swimmers**

Due to running to strict timings, all lessons will start promptly at the agreed start time – if your child arrives late the lesson will not be extended.

Each pool has its own set of rules and will be provided on request or will be available on our website. Outline pool rules and guidance to ensure your child/ children get the best from their lessons can be found in the Parent info & FAQ pack.

There must be no food or drink in or around any of the pool facilities (except drinks in none glass sealed bottles) the exception being REVIVE leisure club, who sell hot and cold beverages and food, this must be carefully managed and only food supplied by them is to be consumed on poolside.

Parents must remain on the pool premises while children are completing their lessons. And are responsible prior to and following lessons. Pool rules and guidance must be adhered to all times.

In the event of a swimmer refusing to obey an instruction from a member of staff, or behaving in an unruly manner the swimmer may not be allowed to continue with the lesson. We reserve the right to remove swimmers from the programme should we believe a risk to health and safety procedures.



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## Communication

Due to the busy nature of the swim school we are often at Venues supporting and assisting the teaching team, therefore email is often the best course of contact.

If you do feel you wish to speak we would of course love to hear from you, our telephone number is 01952 301012 and is monitored wherever possible Monday- Friday 0900-1700 and Saturday's 0900-1200, we occasionally are in the office in addition to these hours to so always do try us.

If we are not available to take your call, please leave us a message or again send us an email and we will get back to you as soon as we can.

For general enquiries please email:

[Info@dndswim.co.uk](mailto:Info@dndswim.co.uk)- Admin assistants monitor.

For help on invoices, booking enquiries, reports, awards or if you wish to speak with Sally:

[sally@dndswim.co.uk](mailto:sally@dndswim.co.uk) – Swim school Manager, Sally Stride.

For compliments, complaints or for any other urgent notifications please contact:

[Andy@dndswim.co.uk](mailto:Andy@dndswim.co.uk) – Operations Director, Andrew Wilde.

You can also message us via our Duck n Dive Facebook page.



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