

Swimming Lessons: Terms & Conditions

Your child's swim journey starts here. Our group of highly experienced Amateur Swimming Association and Swimming Teacher Association qualified instructors are committed to help your child reach their swimming goals. If you have any questions about our swimming products or policies please don't hesitate to contact our Swim Coordinator, or contact the club for further information.

Swimming Lessons are available to both Bannatyne Health Club & Spa members and non-members alike. Bannatyne reserves the right to refuse registration of your child onto any swimming activity if any health concerns are identified during the booking process. A medical note/letter from your child's doctor must be provided, approving swimming lessons to be delivered to your child by Bannatyne.

Course Detail, Rescheduling and Cancellations

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| <ul style="list-style-type: none"> • Class availability, details of the lesson and capacities (including whether a parent/guardian is required to attend the class with the child) will be provided before booking. • Class allocations are made by the Swimming Co-ordinator in conjunction with Swimming Instructors. Allocations are made on the basis of ability and professional judgement in relation to ASA literature and standards. • Although children taking part in swimming lessons work towards recognised swimming certificates - the gaining of these certificates is not guaranteed. Certificates will only be awarded at the discretion of a Swimming Instructor and/or Swimming Co-ordinator. • Parents/guardians are required to remain on site at all times during the child's swimming lesson. • Upon enrolment, an email will be sent to you giving information about our swimming lessons and swimming etiquette in our club. • Swimming lessons are booked in terms. Terms run inline with the school academic calendar. Term dates are confirmed before bookings start. • Please arrive ten minutes before the class time and use the designated changing areas to ensure your child is swim ready. • We ask you to arrive on time for your child's lesson on the poolside where you'll meet the swim lesson host or swim instructor. • Please do not distract the swim instructor whilst children are within their care. Please direct all queries to a member of staff on shift outside of poolside or our Swim Coordinator. • Please ensure you notify the Swimming Co-ordinator of any medical conditions that your child has before your child's first swimming lesson. If anything changes and health concerns arise, please inform us. | <ul style="list-style-type: none"> • Lessons are subject to availability so if you'd like to amend your child's lesson day/time, please contact the club or our Swim Coordinator. • Swimming lessons are personal to you/your child and cannot be transferred to any other person. • If you/your child is late for a swimming lesson, the lesson will be shortened accordingly and you will not be entitled to a refund. • Whilst using the pool and health club facilities at Bannatyne, you are required to comply with the Terms and Conditions of Membership and the Club Rules. In particular, you understand that: on no account must any glass, metal or ceramic containers be used in the Pool area; and Mobile telephones, tablets or cameras are not allowed on Poolside under any circumstances. • If, for any reason, Bannatyne needs to cancel a swimming lesson we will inform you of the cancellation by phone and/or email and a notice will be displayed on Reception. The lesson will be credited to the next term. • Where serious illness or injury has occurred unexpectedly outside of lessons (and therefore affects a swimmer's attendance /participation in lesson) information should be forwarded to the Swimming Co-ordinator and a freeze or credits may be held until that swimmer is able to return. • If you notify us that your child is going to miss a class due to your child's sickness, no refunds are payable by Bannatyne. • Management reserves the right to cancel any one or block of lessons if necessary. Where this is applicable - direct contact will be made with parents and a credit will be provided. On this basis we cannot guarantee the continuation of any timetabled lesson. If an instructor leaves the program and/or a minimum number of swimmers for a class is not met - then this class will not be held and alternative places will be sought for swimmers affected. This may result in some swimmers being placed on a waiting list. • Management reserves the right to cancel any lessons of any member or non-member found to be mis-using the club's facilities against club rules or T&C's. This will result in the fees for swimming lessons being forfeited. |
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Payment Refunds	Personal data Health
<ul style="list-style-type: none"> • All bookings must be made by a specified date each term in order for a place in lessons to be secured/confirmed. Management reserves the right to allocate any unsecured/unconfirmed places to new swimmers after this date. • Bookings can only be secured with payment, with and by the Swimming Co-ordinator. • Payments are made in terms. These terms normally run inline with the school calendar. Each term is confirmed with parents before a booking is made. • If your child is unable to continue any scheduled swimming lessons due to medical reasons, credits will be held until your child is able to return. This may result in them being placed back on a waiting list. Relevant and reasonable evidence (such as a letter or note from the child's doctor) will be requested to freeze their account. • If a swim instructor is unable to teach, whether this be due to illness, annual leave or otherwise, Bannatyne will use reasonable efforts to provide a temporary replacement instructor for the period of absence. Refunds will not be permitted by reason of lessons being delivered by a replacement instructor. • If a swim instructor leaves Bannatyne, Bannatyne will use reasonable efforts to provide another instructor. Refunds will not be permitted by reason of a departure or change in instructor. • Please note the temperature of the pool may be cooler at times for younger children. Refunds will not be permitted for this reason. • Refunds will not be permitted for any reason with the exception of refunds relating to serious illness or injury. 	<ul style="list-style-type: none"> • Bannatyne takes your privacy seriously. This section explains the ways in which we may use the information you have provided on this form. If you have any queries concerning personal information, please contact Reception. You can also find out more about how we collect, use and share your information from our Privacy Policy (available at www.bannatyne.co.uk/legal). • We reserve the right to retain copies of all documentation submitted by you for a reasonable period of time, even if we refuse an application by you for swimming lessons for you/your child or if your/your child's course of swimming lessons is terminated for any reason. • We will not disclose personal information to our business partners and third party suppliers engaged by us to provide services on our behalf relating to this agreement. • Prior to or during your child's lessons, health concerns may arise that could affect your child's ability to continue safely with the lessons in these circumstances. We reserve the right to require you to provide a note/letter from your child's doctor or appropriate health professional before your child continues with swimming lessons. • In the event that Bannatyne determines (in its sole discretion) that health concerns mean that your child should not start or continue with swimming lessons, any paid for but not taken will be refunded. • Please be aware your child's swim instructor (or any other Bannatyne employee) cannot diagnose and/or prescribe treatment for any form of injury, illness or medical problem.

I have read, understood and agree to abide by, and to use my best efforts to ensure my child abides by the terms of this agreement. I also hereby agree to follow all club rules as may be amended from time to time which form the basis of a contract between myself and Bannatyne Health Clubs in relation to swimming lessons.