



## **Terms and Conditions**

### **Acceptance of Terms**

By booking with Riverside Swimming Pool Ltd, you confirm your acceptance of these Terms and Conditions. These terms form a binding agreement between you and Riverside Swimming Pool Ltd. We reserve the right to amend these Terms and Conditions at any time. Updates will be communicated via email or posted on our website. Continued participation in lessons constitutes acceptance of any revised terms.

### **Booking and Registration**

Bookings must be completed online. Cash payments are not accepted. A place is only confirmed once full payment, or a valid direct debit setup has been received. All relevant medical or behavioural conditions must be disclosed prior to starting lessons.

### **Lesson Attendance and Structure**

- Lessons are 30 minutes in duration, including entry and exit.
- Arrive on time. Entry may be refused if you are more than 10 minutes late.
- Children should use the toilet before entering the pool.
- Parents/guardians must supervise children outside of lesson time.
- Only one adult may accompany a child into the pool during parent/child lessons, unless otherwise directed by the instructor.

### **Swimwear and Hygiene**

Appropriate swimwear is required: trunks or full swimming costumes only (no bikinis or board shorts). Long hair must be tied back or secured with a swim cap. Babies must wear a swim nappy with a neoprene 'happy nappy' over the top. No outdoor shoes are allowed in changing rooms or on poolside. Used nappies must be taken home and not disposed of on site. No food or drink in changing rooms or on poolside, except for bottled water or baby milk.

### **Behaviour and Conduct**

Unruly, aggressive, or disruptive behaviour may result in removal from lessons without refund. Verbal or physical abuse towards staff, other swimmers, or parents will not be tolerated. All health & safety rules, signage, and evacuation procedures must be followed.

### **Teacher Continuity and Class Sizes**

While we strive to maintain consistent instructors, teacher changes may occur without prior notice. Classes may be merged or adjusted for operational reasons. Refunds will not be issued due to such changes if a suitable alternative is offered.



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### **Photography and Media**

No photography, filming, or videoing is permitted at any time, except by authorised professionals with prior consent. In cases where marketing material is produced, prior notice will be given, and you will have the option to opt out.

### **Illness and Medical Exclusions**

Children must be symptom-free from sickness or diarrhoea for at least 48 hours before attending a lesson. In cases of confirmed Cryptosporidium, the swimmer or accompanying adult must not attend for 14 days. If your child is off school due to illness, they should not attend lessons.

### **Pool Closures and Cancellations**

No refunds or credits will be issued for closures or cancellations beyond our control (e.g. power failure, weather, pandemic, terrorism). If a lesson is cancelled due to an issue within our control (e.g. chemical imbalance, pool plant failure), a credit will be issued toward the next term, or a refund will be offered at term-end if you choose not to rebook.

### **Missed Lessons and Refunds**

We do not offer catch-up lessons for missed sessions. Missed lessons are non-refundable unless due to a long-term medical condition and supported by a doctor's note.

Cancellation prior to the start of term requires a minimum of 7 days' notice. A £20 admin fee applies. Refunds will exclude booking and admin fees and may take 5-10 working days to process. For bank transfers, please contact us via [info@riversidepool.co.uk](mailto:info@riversidepool.co.uk) to arrange manual refunds.

### **Liability**

Riverside Swim School accepts no responsibility for loss or damage to personal belongings or vehicles. Participation is at your own risk. All swimmers and parents/guardians must follow safety instructions at all times.

### **Contact Information**

For questions or to report an issue, please contact:

Email: [info@riversidepool.co.uk](mailto:info@riversidepool.co.uk) Phone: 07301949751

Policy Review Date: 18/08/2025

Next Review Due: 19/08/2026