



1. Booking and Payment Conditions

Bookings must be confirmed with payment within 72 hours of a booking email being issued.

Bookings are confirmed when payment has been received, and a receipt is issued.

Term time swimmers must pay for their first term in full.

Terms following the first are paid for via direct debit. Each swimmer requires their own direct debit to be automatically rebooked into the next term.

Direct debits are taken each month, over 12 months of the year, with each term being split into 4 transactions:

Autumn term – July, August, September and October

Spring term – November, December, January and February

Summer term – March, April, May and June

All crash courses must be paid for in full.

2. Direct debit payments

All swimmers are required to have an active direct debit in their second term and beyond.

If a direct debit is rejected (the payment bounces), the swimmer must clear the negative balance via payment before the next direct debit is processed (14th of each month).

If 3 direct debits are rejected (the payment bounces) the swimmer is removed from their class and required to pay the balance of the booking in full. Following this they would be required to pay for subsequent bookings in full prior to the start of term.

If a swimmer cancels their direct debit, during a term being paid for by direct debit, they will automatically be removed from their class unless the 4 payments for that term have already been received.

3. Cancellation by swimmers

Cancellations must be submitted by enquiry form via the web site (www.poolschools.co.uk) with the enquiry date and will be taken as the basis for any refund applicable.

Refunds are made by BACS transfer, and you are required to provide the full bank information in order to receive a refund.

Term Time Lesson cancellation:

100% of fees paid for the term are refunded if a term is cancelled by a swimmer, in writing at least 8 working days before the start of any term.

7 working days or less prior to the start of term until after the first lesson has been completed a 50% refund can be requested.

After the second lesson of the term (your booking) no refunds or credits are issued.

Crash Course, Short Course or Private Lesson Cancellation:

100% of fees paid are refunded if a course is cancelled by a swimmer, in writing at least 8 working days before the start of any crash or short course.

Refunds and or credits are not issued for cancellation 7 working days prior to the start of the course or once the course has started.

Lesson Deferment:

Credits may be applied at a manager's discretion for swimmers unable to continue during term due to "exceptions circumstances". Management will apply their discretion accordingly. Moving house, exams, holidays and religious festivals are not considered "Exceptional Circumstances".

4. Lesson Conditions

Term time swimming lessons are scheduled in three termly blocks spanning 5, 6, 10, 11 or 12 weeks subject to the class level and venue.

PoolSchools commit to deliver the total number of scheduled lessons over 12-months within 3 term period (September to August).

Term dates are published on our website www.poolschools.co.uk, dates for each venue and course can be found on each specific current swimmers venue page.

Spare dates are listed in all term dates and form part of our terms and conditions. Spare dates are added to accommodate unscheduled closures at each venue and will be used in replacement of any unscheduled closure occurring.

Term time schedules can change. PoolSchools will continue to deliver the programmed lessons as advertised and published and in good faith will do so using the "spare" or additional sessions.

PoolSchools will notify swimmers via email of unscheduled closures, with an accompanying text message when the cancellation occurs on the day of the class.

Term date updates will be available via each venue's current swimmer page on the website www.poolschools.co.uk

PoolSchools access to each venue is limited to 15 minutes prior to the start of the first lesson.

5. Emergency pool evacuation

In the case of lessons stopping due to an emergency or evacuations, for the safety of the swimmers and spectators, lessons will not be replaced, repeated, refunded or credited.

The lesson immediately following an evacuation will also be cancelled and will not be replaced, repeated, refunded or credited. This is to allow the procedure to be followed effectively and the pool and staff to reset before restarting delivery of lessons.

6. Revision of term dates

Unscheduled closures will automatically be reallocated to a selected "spare" date.

An unscheduled closure may lead to an additional lesson being delivered in the following term.

PoolSchools will have discharged its obligation if sufficient lessons have been made available during a 12-month period from September to August.



Credits and refunds are not issues for swimmers unable to attend “spare” dates.

In the event PoolSchools are unable to reschedule a cancelled lesson, a credit will be issued and applied to swimmer’s direct debits. Refunds are not issued.

7. Force Majeure

Force Majeure has always formed part of our terms and Condition.

Should “PoolSchools” be prevented from executing its obligations by force majeure, such as exceptional weather conditions, flood, fire, war, terrorism, industrial action, water quality, availability of pool water chemicals, disruption to mechanical or electrical or water supplies, closures and restricted access granted to venues by the host or others due to events or circumstance including Health advice, Covid Guidance issued by our host venue, Governing Sports body, local council or government and as interpreted by PoolSchools or legislation or other unforeseen events, and this is unavoidable, “PoolSchools” shall notify the Client as soon as possible, explaining the reason for its inability to execute or need to delay the execution of all or part of the contract. In such circumstances “PoolSchools” shall not be deemed to be in breach of this contract and conditions. This clause shall not, however, affect any Clients right to cancel.

8. Absence from lessons

Credits and refunds are not issued for single or multiple absences.

Prolonged absence from lessons due to illness or injury results in a swimmer being able to apply for credit when absent for 3 or more lessons. The absence is required to be accompanied by a doctors note or with a manager’s discretion for injury. The credit applied will be the total amount for lessons missed minus one lesson.

Refunds are not available for lessons missed by a swimmer for illness or injury.

With regards to absence from lessons due to Covid /isolation, credits are not issued due to Covid or self-isolation unless statutory Government or local authority guidance is applied/in force.

Swimmers may only attend their booked lesson. PoolSchools do not allow for any swimmer to enter a class of which they are not on the register.

9. Late attendance

PoolSchools allows swimmers to enter their booked class up to 15 minutes after the start of the lesson.

The lesson will not stop or have any part repeated to accommodate for the late arrival.

10. Changing class times

PoolSchools allows swimmers to change class time up until the third week of any term has been completed at their designated venue.

11. Customer Photography and Videography

PoolSchools do not allow any photography or videography at its venues unless they are taking a star of the week picture with the provided PoolSchools frame. This photo must also not contain any other swimmers and PoolSchools staff may request to check the photo taken at any time.

12. Health Conditions

You must not bring your child swimming if they have any illness that could spread to other swimmers or staff members. Please do not bring your children to lessons for 48 hours if they have been suffering from sickness or diarrhoea.

It is the responsibility of the parent/guardian to disclose to PoolSchools any condition that could impact your child's capabilities in the pool.

13. Safeguarding

Safeguarding is our top priority. Policy, practises, training, and staff are in place to implement our Safeguarding policy. Under our policy PoolSchools only accepts liability for swimmers once registered in a lesson via the teacher and until the end of the lesson. (Standard lesson time 30 min). PoolSchools apply safeguarding policy in conjunction with Swim England our NOPs and EAPS and local / venue variations in respect of the pool hall changing rooms and general site.

Parents/Guardians remain responsible for children not registered or not participating in an active class.

PoolSchools are not responsible for infants, children, young or venerable adults outside of the period of their registered lesson. "Swimmers" must vacate the site (unless waiting for sibling lessons) within 15 min of the end of their lesson. Parents/Guardians must remain on site at all times for children under 8 years old and be available to collect all swimmers within the 15-minute post class time frame. Under PoolSchools best practise guidelines we ask each swimmer to have an adult remain on site during their lesson. PoolSchools vacate all sites 30 minutes after the last lesson.

14. Lost Property

All items brought to any venue where PoolSchools lessons are taking place are done so at your own risk.

Items remaining at the venue at the end of any day will be collected and place into lost property.

PoolSchools only have access to our venues during our lessons times so the venue may have to be contacted directly by the swimmer in order to collect any item if it has been found.

15. Swim Scheme and Progression

PoolSchools deliver the Aquaquacks Swim Scheme in our lessons. We require all swimmers in Parent and Child (Ducklings) and F1 classes to wear a body belt unless informed by the teacher.

PoolSchools cannot guarantee or predict the progression of any swimmer as all swimmers progress at their own speed.

16. Data Protection and Privacy

PoolSchools retains a swimmer's information on a secure database, solely owned and managed by PoolSchools. This remains there while active on a waiting list and during the period of a contract and up to 5 years thereafter. If you wish to have your information removed, please contact us directly.

PoolSchools do not share information with third parties. Badges are supplied by a third party who will only contact you following your direct enquiry.

17. Termination of lessons by PoolSchools

PoolSchools reserve the right to remove swimmers from lessons due to their behaviour or that of their parents/guardians.

Examples of reasons this may occur include:

- Repeated late arrival
- Inappropriate behaviour within changing rooms, the swimming pool, pool hall or on the site/grounds.
- Breach of our safeguarding policy.
- An appropriate adult not being on site during lessons for swimmers under 8.
- Failing to follow local guidance in regard to parking, smoking, drunkenness, eating or access to the grounds.
- Abuse of staff, swimmers or other customers.

All swimmers, parents/guardians must make themselves aware of the Normal operating procedures and pool rules.

Gull's swimmers may be asked to leave at the end of a term having completed the mile swim or swam in at least 3 terms, as well as when turning 18 years old.

18. Site Specific Terms and Conditions

Slinfold Golf & Country Club:

Swimmers must be members of the club to book swimming lessons. The swimmer's membership number must be provided before the booking is confirmed.

19. Pandemic Restrictions

In the event Covid restrictions are reinstated Terms and Conditions (Covid May 2020) will apply.

These clauses apply to all lessons and activity, and to all swimmers, participants, and spectators. These clauses form part of the terms and conditions but do not affect your other rights and continuity of supply.