



Terms and Conditions

Enrolment forms and full course fees must be received prior to the start of the course to book your place. Payment must be made to confirm your booking. Late payment may result in you losing your swimming place.

Re-Enrolment forms and payment must be received by the advertised date to guarantee your place. Places are limited and you must re-enrol even if you are a regular. If you have missed the re-enrolment date and wish to continue swimming with us, please contact the office as soon as possible.

Missed lessons cannot be refunded or transferred in any circumstance. Refunds are not given once the course has started.

Cancellation of your place before the course begins will be subject to a refund. A £5 administration fee will be charged. If you cancel your place during term time then no refund shall be given unless we are able to fill the place. Any cancellations due to force majeure, terrorism, war and pandemics will not be refundable. See also pool closures.

Health Issues and all known medical conditions of parent / guardian and child must be disclosed to Baby Swim Splash prior to starting lessons and kept updated during your course(s).

Sickness. Please do not bring your baby swimming if you / they have been unwell with sickness or diarrhoea within 7 days prior to your lesson. For advice on all contagious illnesses, please contact us before swimming.

Baby Swim Splash reserves the right to cancel or change lesson times. If an alternative class is not given, a refund will be issued. On rare occasions, pool closures or instructor availability may make it necessary to cancel lessons. Any cancellations due to force majeure, power failure, adverse weather conditions, disasters, terrorism, war and pandemics will not be refundable, as these are out of our control. If we need to cancel a lesson then we shall make every effort to text the mobile phone supplied by you on your booking form. We cannot be held responsible for being unable to give prior warning of cancellations or closures, as we could be dependent on very late notice or problems with mobile networks delivering the text message on time.

One adult must enter the water with each baby / toddler / pre-schooler. The adult is exclusively responsible for the safety of the baby/toddler/pre-schooler both in the pool and the surrounding areas. Swimmers should not enter the pool until instructed by the teacher and must tell the teacher if, for any reason, they need to leave the pool before the end of the lesson.

Notification of a different parent or guardian bringing your child to a lesson must be provided to us prior to the lesson, including their name and confirmation of any medical conditions they may have.

Double nappy policy for babies / toddlers / pre-schoolers who are not yet fully toilet trained must be adhered to. The inner layer can be either a disposable or reusable swim nappy, and the outer layer must be a Splashabout Happy Nappy, or similar. This still applies if even if baby is wearing a wetsuit. Baby Swim Splash reserves the right to refuse entry into the pool without the appropriate swimwear.

Poolside etiquette must be adhered to whilst waiting for your class or if you are watching the session, please talk quietly and stay away from the edge of the pool. This helps to keep the atmosphere calm and relaxed especially for the young babies. Parents are expected to behave in a civilized manner towards the teacher and other parents at all times.

Personal effects and valuables brought to lessons remain the responsibility of the owner and Baby Swim Splash and the pool facility accept no responsibility for them.

General Data Protection Regulations (GDPR). Once Baby Swim Splash has received an electronic booking form. The personal data will be stored on an encrypted computer with a password to access the files. The following personal data is collected:

- Parent/carer name, address, phone contact details and email address
- Child's DOB
- Parent/carer/child medical background

The above information is collected for office use only to create registers and ensuring that children are in the right classes for their ability. Medical notes will be passed on to teachers so they are aware in the classes of any medical needs. This information will not be passed onto any third party. If Baby Swim Splash has not had any contact with the Parent/Carer in 12 months then all details will be discarded.

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