



Terms & Conditions

1. All staff is subject to CRB checks (criminal Records Bureau) and is suitably qualified.
2. In order to meet Child Protection Recommendations, parents/ guardians should refrain from using any photographic equipment on poolside or in the changing areas.
3. Parents/ guardians must accompany all children under the age of 16 years.
4. Parents/ guardians are requested to refrain from approaching the pool or teaching staff during lessons. Any queries/ comments should be made at the end of the lesson - preferably in writing with contact details and put into the comments box. This will be attended to as soon as possible.
5. All course fees must be paid for in advance upon return of your booking form.
6. Fees are payable by cheque/postal order, cash, card payments over the phone or online bill payment. Cheques should be made payable to 'Make A Splash Swim School'. Please note that each credit card payment will incur an additional charge of £1.50. There will be no additional charge for debit card payments.
7. If a cancellation is made part way through a course, monies will not be refunded unless the place can be filled by a swimmer on the waiting list.
8. Refunds will not be given due to non-attendance or holiday time. This is subject to cases where a confirmation of illness is certified by a medical professional and given to Make A Splash Swim School.
9. Any information given on booking forms to Make A Splash Swim School will be assumed to be accurate and true, e.g. medical conditions. We will not accept liability for anything arising from inaccurate or false information. This must be updated to take into account any changes during the course program.
10. We reserve the right to make changes to the course program if necessary. Alternative or replacement lessons will be offered.
11. If facilities that are used become unavailable and it is beyond our control - we reserve the right to cancel and re-schedule.
12. If you know your child is unwell or suspect them to be contagious do not bring them swimming.
13. All swimmers must wear swimming caps, suitable costumes and must shower before entering the pool. Girls need to wear a one-piece swimming costume.