

# making waves



## Terms and Conditions

- Payments for courses must be made in full before the first lesson, unless a prior arrangement is made. If you wish to cancel after payment, a cancellation fee will apply.
- Please provide a valid email address and mobile phone number. This is required as part of the booking process and for insurance purposes.
- At the end of each course, your child's place will be automatically re-booked for the next course.
- Refunds are not payable in the event of non-attendance, except in exceptional circumstances.
- We advise children to wear practical swimwear: for example, shorts or trunks for boys and swimming costumes for girls. UV vests and other long legged and long-sleeved swimwear is not advisable as they limit movement and reduce body temperature.
- Long hair must be fastened securely and kept away from your child's eyes and face.
- Goggles are strongly recommended. We sell these by the poolside at most venues, or they can be ordered by post.
- We advise that you arrive for your child's lesson a few minutes before its scheduled start time.
- Eating and drinking are not permitted on poolside at any time.
- We have an expectation of good behaviour on the part of accompanying adults and children at all times.
- Please observe signage at venues.
- We reserve the right to amend or change our policies at any time.