

## Payment and Booking Policy

This Payment Policy applies between you, the User/Booker/Attendee and SafelySwim, the owner and provider of this Website. SafelySwim takes the privacy of your information very seriously. This Payment Policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website. Please read this policy carefully.

### Group Lesson T&C's

All class lessons must be purchased in block's of 5. This will allow entry and reserve a space in the chosen swimming class for the next 5 weeks. If you do not turn up, or are unavailable the lesson payment will still be taken and you will not be reimbursed for the lesson missed.

If you do not top-up the account before the end of 5th lesson, the space within the class for the following week may be taken by someone else.

The first payment when joining SafelySwim is now required to be made online. If we do not receive payment within 24 hours of your start date, you will be removed from the lesson and no longer be about to join us at the time originally scheduled.

If you do not attend your first lesson noted in your booking confirmation from us, for any reason and paid online you will lose the lesson on your account and the remaining will be carried over for the remaining pre-paid weeks. If you wish to change times, please make sure you get in touch.

This policy has now been updated, please see (Coronavirus T&C's).

### Private Lesson T&C's

Private lessons require you to go to Reception every time you attend a lesson. You can either pay for a block of four up front, or pay on the day for a single lesson.

Should you confirm the booking and not attend the lesson or give more than 24 hours notice cancelation, SafelySwim has the right to request and collect a full priced lesson to cover the lesson missed. Should there be remaining lessons on your account, SafelySwim has the right to remove one to compensate for the missed lesson.

## Baby and Toddler T&C's

We are proud to finally be able to offer Baby and Toddler Classes at SafelySwim. These sessions are now bookable and payable online through our booking site. They are paid in advance over a term, should you miss a lesson that term you will lose the lesson on your account.

Once the term is complete, you are welcome to join us for the next term. This must be paid online.

Your booking time will be confirmed by us before you make the online payment. The balance will be added to your account and should you need another time later on in the term, please let us know and we can try to change the lesson time.

## SafelySwim's Training Camp T&C's

To be on the course the attendee must adhere to the previously stated entry requirements.

To purchase a ticket to the camps, payments go through the online booking system at <https://booking.safelyswim.co.uk>

Ticket prices vary and all tickets bought are non-refundable, so please double check which ticket you want to buy before you purchase it! Should you require a refund you can make your request to Evan Waters ([evan@safelyswim.co.uk](mailto:evan@safelyswim.co.uk)) where our team will look into it.

## Learn to Compete T&C's

Learn to Compete lessons must be purchased in blocks of 10. This will allow entry and reserve a space in the chosen session. If you do not turn up, or are unavailable the lesson payment will still be taken and you will not be reimbursed for the lesson missed.

If you do not top-up the account before the end of 10th lesson, the space within the class for the following week may be taken by someone else.

All bookings for Learn to Compete should be completed online at <https://booking.safelyswim.co.uk>

If you wish to attend an additional weekly session, then contact Lee Shepherd ([lee@safelyswim.co.uk](mailto:lee@safelyswim.co.uk)) to book the additional session at a discounted rate.

If you do not attend your first lesson noted in your booking confirmation from us, for any reason and paid online you will lose the lesson on your account and the remaining

will be carried over for the remaining pre-paid weeks. If you wish to change times, please make sure you get in touch.

## Speed Through Technique T&C's

Speed Through Technique classes can be purchased individually, or in a block for the coming month.

Paying for a single session will allow entry to that single session, this is non-refundable, so please double check which session you wish to book before you purchase it!

Paying for a block of lessons will allow entry and reserve a space for that session for the month. If you do not turn up, or are unavailable the lesson payment will still be taken and you will not be reimbursed for the lesson missed.

Payments for this session, whether individually or a month block, must be made online at <https://booking.safelyswim.co.uk> to secure your space in the session/s.

If you do not attend the lesson/s that you have paid for noted in your booking confirmation from us, for any reason and paid online you will lose the lesson on your account and the remaining will be carried over for the remaining pre-paid weeks. If you wish to change times, please make sure you get in touch. Please contact Lee Shepherd ([lee@safelyswim.co.uk](mailto:lee@safelyswim.co.uk))

## Emails and Updates

On acceptance of this policy you understand you will receive email reminders to the email address supplied to keep you informed with when payments are due, important information about SafelySwim and any closure dates that might be of concern.

If you leave SafelySwim and are not booked into a private lesson slot, booked into a group lesson or haven't attended the last Learn to Compete, Speed Through Technique or Festive Camps you will not receive any emails for the reasons that are listed above.

## Coronavirus Changes

Due to the outbreak and safety concerns of our customers and team members, we have made slight adjustments to allow the safety of the business and those that visit regularly.

### - Payments

To help keep measures in place and keep everyone safe, we are now accepting bank transfer and payment online through our booking site. All payments will be recorded and added to your account within 2 business days.

If you are making a bank transfer, please make sure the payment note for the transfer to be the first initial of the participant then followed with their surname. Please make sure you check your balance on appDot before attending a session.

### - Group Lessons

Those in Group Lessons, should you have to self-isolate for two weeks, you have 24 hours to let us know you will not be able to make your lesson. You will be taken out of the class and be rebooked when you are back to normality. To do this, please call the number below.

### - Private Lessons

Those in Private Lessons, should you have to self-isolate for two weeks, you have 24 hours to let us know you will not be able to make your lesson. You will be taken out of the lesson space and rebooked when you are back to normality. To do this, please call your private lesson tutor.

If you do not contact us in 24 hours of your lesson, you will be billed for the lesson missed.

## Self-Isolating and Symptoms

If you attend your session, you are confirming you do not have symptoms of Covid-19 and haven't been told to self isolate. It is your responsibility to inform SafelySwim if you develop symptoms before or after your lesson.

## Contact Number

If you have any questions about this policy, please call the number below.

[01304 746004](tel:01304746004)