

Terms and Conditions

Please read the following carefully.

HEALTH AND SAFETY

Should your child have any known or suspected medical condition you should consult with your doctor before bringing them swimming.

You must inform **Little Fish** of any medical conditions that your child might have prior to starting the course and also inform us if any medical conditions develop or are identified during the course.

Never bring your child swimming if they have any significant illness such as an ear infection, eye infection, diarrhoea, chicken pox or impetigo. If you are in any doubt please contact us.

In the instance of sickness and diarrhoea your child must have been clear of all symptoms for at least 48 hours before attending a lesson.

Please always endeavour to shower your child before entering the water.

It is our expectation that the responsible adult bringing the child to the lesson, remains at the lesson for its entirety and it completely responsible for the child before and after the lesson.

Until they are potty trained all children must wear the double nappy system consisting of a disposable aqua swim nappy with a thicker neoprene nappy on top.

No outdoor footwear or prams should be taken onto the poolside. Please remove shoes, wear blue over shoes if they are provided or bring indoor flip-flops if necessary.

VALUABLES AND JEWELLERY

All valuables are left in the changing rooms or on the poolside at your own risk. **Little Fish** cannot accept responsibility for the loss of personal possessions.

VIDEOS AND PHOTOGRAPHY

Little Fish does not allow the use of any photographic or filming device on the poolside or in the changing rooms. This is a child protection issue and we ask that everyone is sensitive to this.

EXCLUSION OF LIABILITY

In the absence of any proven negligence, lack of due diligence or breach of duty by the instructor(s), **Little Fish** or its employees, the participation of you, your spouse/partner, child or those in whose care you have placed your child for the purpose of observing **Little Fish** sessions is done so entirely at your and their own risk.

Please state any medical condition(s) that your child may have. All information received is treated sensitively and in confidence.

(If you are unsure of any illness or injury etc. that may affect your child's participation in the swimming lessons please refer to your General Practitioner, health visitor and/or paediatrician).

PAYMENTS, REFUNDS AND CANCELLATIONS

LITTLE FISH PAYMENT POLICY

Payment must be made by the due date (which will be set each term) in order to secure your space.

If payment is not made by the due date and you have not contacted the office then Little Fish reserve the right to remove your name from the registers.

LITTLE FISH REFUND POLICY

In the event that you are unable to attend a lesson due to sickness or holiday, we regret that we are unable to refund you as your payment secures your place for the full term.

However, for every full term booked, you are charged for one lesson less than is available to you in each term eg in a 12 week term you are charged for 11 lessons.

In the case of intensive courses the payment secures your place for the duration of the course.

If you cancel classes up to 14 days before the start of term/intensive course, you will receive a full refund less an administration charge of £25.

- If you cancel after this time or once the term/intensive course has started we have a strict no refund policy, unless we can find someone to take your place.

If someone can be found to take your place we will then refund you the remaining lessons minus an administration fee of £25.

If for any reason fees have not been received before term starts and a place has been held for you the above cancellation charges apply.

- In the instance that a pool cannot be used in the short term, we shall endeavour, where possible, to re-schedule your lesson. In this instance Little Fish is not responsible for any travel expenses incurred. If you choose to not take part in a class which has been rescheduled then you are not eligible for a refund or a credit.

In the event of us having to cancel a lesson we will either issue a credit against your next term's fees, make a bank transfer or issue a cheque within 5 working days of the end of the term.

It is a Little Fish policy that you should never have to chase a refund. If a bank transfer is made it is normal banking procedure for the credit to appear in your account after 3 working days.

Adverse weather

Little Fish is under no obligation to refund lessons that may be missed due to local adverse weather when the venue and environs are safe and accessible and lessons are held. We regret that we are unable to offer

automatic refunding or rescheduling of lessons in the event of adverse conditions local to yourselves preventing you from attending a scheduled class.

Withdrawal of service

Little Fish may at its own discretion refuse entry to a client to its courses if it is felt that the client's behaviour is unreasonable.

Changes to terms and conditions

From time to time we may update these terms by sending you either an updated version or notification of minor changes. You are free to not accept these changes but we would ask you to notify us in writing of your non acceptance within 14 days of your receipt, failing which we will be entitled to treat our agreement with you as being subject to the updated version.

DATA PROTECTION/PRIVACY NOTICE

We keep your details on computer so that we can re-book you onto the next course and send out other administrative information e.g. pool closures, teacher changes, etc.

Your details may also be used by us to let you know of any courses/event we feel may be of interest to you.

We will not pass on your details to any other organisation.

Below is a link to our privacy policy.

<http://www.littlefishbristol.com/LittleFishPrivacyNotice.pdf>

Your Satisfaction is Paramount

Thank you for taking time to read all this – and sorry to have had to bombard you with lots of information. Should you have any queries or issues please do not hesitate to contact us and we will endeavour to sort things out/answer your queries as quickly as possible.

Little Fish

Heywood Lodge, Manor Lane, Abbots Leigh, Bristol, BS8 3RU
Tel: 01275 371626 or 0797 1017897