

Trial Sessions, Rebooking, credits & refunds

I understand that as a new Customer, I will receive 1 free trial with "The Swim Hub" as part of introductory offer. Once prepared to proceed, full fees and terms apply.

If you decide to commit to a term booking following your trial session, the cost of the term will be recalculated to allow a cost deduction of the trial lesson.

Information for re-booking for the next new term will be emailed to you approximately 6 weeks before the end of the current term.

If you fail to make the payments by the due dates, your place will be offered to customers on our waiting list and may result in you losing your place.

In the event of a swimmer being unable to attend due to holiday or sickness - including the need to self-isolate for any reason we are unable to offer refunds. Your booking holds your place for the full term, however, we will attempt to offer a make-up session if possible to do so.

In the case of serious illness, such as hospitalisation or limb fracture, circumstances will be considered on a case-by-case basis, In exceptional circumstances only, lessons may be carried over to a later date/term. A valid doctors certificate will need to be presented.

In exceptional circumstances only, which will be considered on a case-by-case basis, and at management discretion, a refund could be offered.

In the event of a session being disrupted or cancelled, "The Swim Hub" will endeavour to run an alternative session on another date. Where an alternative session date is offered, no alternative date or refund will be given.

Lesson will be booked from the first date of the term. Students cannot choose to book with gaps or their own date of starting.

Customers are asked to pay via Go-cardless for Swim Lesson fees.

PRIVATE LESSONS

At least 24 Hours notices of cancellation is required by email, otherwise full lesson fee will become payable.

Make-up Lessons

Where at least 24hrs notice has been given of absence, "The Swim Hub" will attempt to accommodate a make-up session. The number of Make-up sessions will be limited to 3 a term. If you are experience difficulty attending your session regularly please get in contact and we will attempt to accommodate a new class time.

In the event that a make-up session cannot be offered (eg no alternative class available) a refund will not be offered.

CANCELLED LESSONS

Where lessons are cancelled due to reasons outside of control of "The Swim Hub" such as adverse weather conditions, power disruption or pool closure in connection with disease control or similar, credits towards next term fees will be offered at management discretion. Where credits are given, these will be valid towards the next terms booking.

We require 4 weeks notice of termination of lessons. In the event that you no longer wish to proceed with us. This allows time for automated payments to be cancelled.

