Children's Lessons Terms and Conditions

These are the Terms and Conditions on which Waves Swim Limited ("we", "us", "our") provides swimming lessons to you, the customer ("you", "your"). By booking lessons with us, you agree to these Terms and Conditions. Please read them carefully.

Data Protection

We only collect or create data which is necessary to run safe and effective lessons which we store using a google account (which allows us to tailor our communications) and an offline spreadsheet. We do not sell any information on and only pass information on to external bodies where required to do so to meet our legal obligations and industry best practice guidelines.

1. About Us

Waves Swim Limited is a company registered in England and Wales, company number 118086402648.

VAT: 514067905

Registered office: 18 High Street, Wilburton, Ely, Cambridgeshire, CB6 3RB.

Website: www.wavesswimltd.co.uk

2. Registration & Contact Details

To request a booking you must you must provide accurate details, including:

Your name and telephone number

The student's name, date of birth and medical conditions if applicable

A valid email address

Once booked in, you are responsible for creating your profile in our online system: 'Soakly for customers', set your direct debit and keeping all required information up to date.

3. Lesson Types

We offer:

Weekly Lessons – Term-time lessons booked per term

Intensive Courses (Crash Courses) – Five-day courses held during school holidays.

“Lessons” in these Terms refers to both Weekly Lessons and Intensive Courses unless stated otherwise.

4. Bookings & Contract

A booking is only confirmed when:

We receive your payment .

Your booking is a contract for the period confirmed.

Weekly Lessons renew each term unless you cancel in line with these Terms.

5. Payment

You must pay for lessons in accordance with the following terms. We accept credit/debit cards (except Amex) and BACS transfers. We do not accept cash or cheques.

Weekly Lessons

The lessons a payed monthly by direct debit. The subscription method we are using is a monthly variable direct debit. At the beginning of each month you will be debited for the amount of lesson planned for this month. example: on the 1st of June you pay for the lessons in June, 1st of July, you pay for the July (the amount payed will be less as there aren't lessons in the last week of July), August: no lessons no payments, etc.

At the start of your subscription, you will have to pay an initial payment for the remaining lessons the current month.

Full payment of the lessons left in the current month is required before the first day of the continuous course.

Participation will not be permitted without full payment.

- ***You may choose to pay for the full term's lessons in one upfront payment.***
  A 5% discount *will be applied to the total term fees when payment is made in full at the beginning of the relevant school term.*

Intensive Courses (Crash Courses)

Full payment of the set time course is required before the first day of the course.

Late Payments

£15 admin charge added to overdue invoices.

Interest at 8% per annum above Bank of England base rate will accrue daily until payment is made.

WS Ltd. reserves the right to suspend or cancel lessons if payment is late.

Persistent Non-Payment

Accounts overdue by 30 days may be referred to a collection agency or pursued through small claims.

Any reasonable collection costs will be added to your balance.

Future bookings may be cancelled if your account remains unpaid.

Disputed Charges

Notify us of any disputed charge within seven days of the invoice date.

If an error is found, we will correct or credit the amount.

- ***Subscription termination is only permissible after the completion of a full term.***
  After this period in order to terminate your continuous course you need to inform us in *writing via email at office@wavesswimltd.co.uk at least* ***a month in advance***

6. Prices

Lesson prices are as listed on our website at the time of booking. All prices include VAT. We will inform you a month in advance of any price increase.

7. Lesson Attendance & Cancellations

Lessons start at the scheduled time;

In the event that a lesson is cancelled due to pool closure, facility issues, or teacher illness, Waves Swim Ltd will credit the lesson fee into your Soakly account, which will reduce the amount of the variable direct debit you pay the following month.

If we need to cancel a lesson we will notify you as soon as possible. When possible we will provide a substitute teacher to minimise any disruption to your child's learning.

8. Missed Lessons

If you miss a lesson the missed time cannot be made up or transferred for another time.

Missed lessons are non-refundable unless due to serious illness or bereavement, at our discretion.

9. Illness & Fitness to Swim

Students must not swim if they have a contagious illness or diarrhoea within 48 hours of a lesson.

Medical conditions must be declared at registration and updated as needed.

Waves Swim Ltd may refuse participation if swimming is unsafe for the student.

10. Behaviour & Safety

Waves Swim Ltd reserves the right to remove any student or parent whose behaviour disrupts lessons or endangers others. Refunds will not be given in this case.

11. Supervision of Children

Parents/guardians must supervise children outside the pool.

Parents must stay on-site during lessons for children.

Siblings and other children must be supervised at all times.

12. Safeguarding & Photography

Photography and filming at lessons is strictly prohibited.

Professional underwater photography sessions may be arranged by WavesSwimLtd; details will be provided in advance.

13. Pool Rules

Each pool we use operates under its own rules and regulations, which are displayed at the venue.

You and your child are required to follow these rules at all times.

Failure to follow pool rules may result in removal from the pool or termination of lessons.

14. Force Majeure

Waves Swim Ltd is not responsible for cancellations or changes caused by events beyond our control, including extreme weather or public health measures.

Refunds are not guaranteed in such circumstances, but we will make reasonable efforts to reschedule lessons.

15. Liability

Waves Swim Ltd is not responsible for :

Loss or damage to property at lesson venues.

Nothing in these Terms limits our liability for death, injury, or fraud caused by our negligence.

16. Non-Transferable Bookings

Lesson bookings and credits are non-transferable and may not be resold or assigned without our written consent.

17. Other Important Terms

Waves Swim Ltd may transfer its rights under this contract but will notify you if we do.

If a court finds any term unlawful, the rest remain in force.

If we delay enforcing these Terms, we can still enforce them later.

These Terms are governed by English law and disputes will be handled in the courts of England and Wales.

By booking lessons, you confirm that you have read, understood, and agreed to these Terms and Conditions.