



Stollies Swim Academy Ltd- Terms and Conditions

Please take your time to read through our terms and conditions carefully. By signing up for lessons with Stollies Swim Academy Ltd you are agreeing to the terms and conditions set out below.

Definitions of words used in the Terms and Conditions

Stollies Swim Academy, We, Us, Stollies Swim Academy

You – The customer

Guardian – a person other than the parent who brings the child to the lesson

Provisional booking- a space which is held for the swimmer without payment

Booking - Terms & Conditions

- We can provisionally book you into a class and hold the space for 24 hours upon receipt of your booking invitation. To secure the place, you must complete the direct debit mandate emailed to you within that time.
- You can email us and place yourself on a waiting list for another venue/day or time slot, if you are unable to complete this via the portal, our staff will try there best to accommodate this.
- By attending your first lesson with us, you agree to our Terms & Conditions, even if not signed before the lesson.

- Our courses run for 42 weeks per year as per the published dates on your parent portal.
- Stollies Swim Academy Ltd subscriptions run continuously until we receive written confirmation that you wish to cancel them.
- Monthly subscription payments are based on 42 lessons per year, split evenly across 12 months (averaging 3.5 lessons per month).

Payment Conditions

- Your first payment will be taken within 3 working days after completing the Direct Debit mandate. This will cover your upfront fee which will put your account into credit, acting as your swim out period when you choose to finish your swimming journey, your direct debit will be taken on or near the 5th of each month unless a specific date is requested.
- By completing the direct debit mandate, you are allowing Stollies swim academy to collect payments for your swimmers lessons until such time you cancel this authorisation.
- An annual membership cost of £10 per swimmer is due each year on your sign-up anniversary, which covers swim hats, certificates, badges and progression sheet.
- Direct Debit payments are the only accepted form of payment, protected by the Direct Debit Guarantee.
- Any missed/ failed payments may incur a late payment charge of £5 and could result in your swimmer losing their space.
- The amount taken from your account will reflect your total lesson cost over 42 weeks (the total number of weeks Stollies swim academy run lessons annually). This cost will

be broken down in to 12 equal monthly payments, meaning each monthly fee pays for 3.5 lessons.

Lessons- Terms & Conditions

- All classes are 30 minutes long, and run for 42 weeks per year.
- Teachers are DBS-checked and qualified under ASA/STA guidelines, following Stollies Swim Academy's award scheme focusing on learning to swim and safety around water, they follow in-house training on our hands-on approach to teaching.
- Parent/guardian must stay on site for the duration of the lesson.
- We reserve the right to change teachers due to operational needs.
- We reserve the right to cancel classes due to unforeseen circumstances, if a lesson is cancelled we will offer a Make up class.
- Whilst we always try to ensure you have the same teacher, Stollies swim academy reserve the right to change your swimmers teacher at anytime to suit operational needs. This includes reasons such as but not limited to: illness, leave, personal reasons. This will not affect your lesson day or time without prior agreement with you.

* All parents must be aware that Live recordings of the lessons take place at our Letchworth venue, these recordings cannot be accessed or seen by anyone at Stollies nor any customers of Stollies. The only time we would gain access to the recordings is if a severe incident/accident happened that we needed to look back on or if the recordings were requested from us in evidence by the law in which case anyone on the video would be informed.

Missed Classes and Changing lessons

- You can change your lesson time and day via the parent portal, subject to availability, change in costs may apply depending on venue.
- If you miss a class without giving 24 hours' notice via the parent portal, you will not receive a refund or courtesy catch-up class.
- Catch-up classes can be booked via the portal at any of our venues, subject to availability- any difficulty with this please email our wecare@stolliesswimacademy.co.uk and our customer service team will gladly help you.
- Please note catch-ups lessons hold no monetary value and are instead a gesture of good-will.

Refunds and Cancellations

- New customers may cancel their lessons within 7 days of signing up, minus any lessons already taken.
- If you wish to cancel, you must provide 7 working days' notice before your next subscription date in writing by emailing wecare@stolliesswimacademy.co.uk and handing your notice in.
- Once we have received your cancelation in writing, our accounts team will email to let you know your last lesson date.

Make-Up Credits

- If Stollies Swim Academy cancels a lesson, a make-up credit will be offered for the missed class, and we will attempt to schedule a suitable make-up class for you.
- If 4 make-ups are accumulated a 1 month pause on your account can be requested.

Swimwear- Terms and conditions

- **Appropriate swimwear must be worn at all times, and swimmers under 2 or in potty training must wear a swim nappy. Babies need to have a double layer on, swim nappy with suitable swimwear on top.**
- **No Jewellery, make up, hair products to been worn in the pool.**
- **Swim hats are mandatory.**
- **Parents/guardians must supply swimmers goggles.**

Behaviour

- **We reserve the right to remove a swimmer from a lesson if their behaviour is seen to be dangerous or affects the operation of the class.**
- **Swimmers of all ages must be accompanied to lessons by a parent/guardian and handed over to their teacher. At no point should swimmers be left unsupervised.**

Photography & Videography for Parents/Guardians and Staff

- **Please request permission for poolside photography and sign online form.**
- **Please avoid taking photography or videography from outside the pool as this cannot be monitored.**

- Parents are permitted to photograph or film only their own child, and all media should respect the privacy of others.
- Staff taking photos for our social media page will only do so on the provided work phone with parental permission.
- Stollies swim academy and parents reserve the right to ask to see any photo or video taken to confirm that our terms have been adhered to. If there is any concern and you have not met our terms then we reserve the right to ask you to delete the media.
- In some cases, Stollies Swim Academy member employ a specialist photographer for an event, their role is to take appropriate photos/videos that celebrate and promote our sport and will be used only to promote our lessons, permission would be collected from every parent\guardian prior to any photographer attending one of our venue.

Health and Safety

- Do not bring swimmers to lessons if they are unwell or have suffered from sickness or diarrhoea within the last 48 hours. Notify us in advance to qualify for a catch-up class.
- Parents must disclose any medical conditions that could affect their child's safety in lessons.
- We recommend changing your baby on the floor on a suitable changing mat. We do not recommend any raised areas such as benches or tables. This is to prevent babies from rolling on to the floor from high surfaces. Stollies swim academy cannot take responsibility for any injuries if customer choose to use the benches within the changing cubicles.

Safeguarding

- **Stollies swim academy is committed to creating a fun, safe and happy environment for all their swimmers and adheres to the STA Safeguarding Policies. For full details, please refer to the STA's safeguarding policies at STA Safeguarding Policies.**
- **Our designated Safeguarding Officer is Stacey Taylor, available at stacey@stolliesswimacademy.co.uk.**

Lost Property

- **Stollies swim academy is not responsible for any lost property within the pool building or grounds including but not limited to: car park, changing rooms and poolside area. Please ensure you have all your belongings with you before you leave.**
- **Items left in the pool or changing areas will be held for 3 weeks, after which they may be disposed of.**

Swim Scheme and Progression

- **Our swim scheme is designed around children learning to swim in a fun but safe way with a focus on being safe in and around water within every award. There will be no use of any swimming aids to teach your child to learn to swim but instead the dedicated teacher there to support and guide your child.**
- **Swimmers progress at their own pace through the Stollies Swim Scheme, every child is different and we work with each child on an individual basis using visuals, instructions, and manual manipulation to find what works best with them and the way they learn, we aim to bring out the very best in each child.**

- Children in 221 lessons will be paired based on their age and ability as closely as possible unless you request otherwise or they are a sibling pair. With children developing at different speeds, there may become times where there are differences between the swimmers levels, this will be monitored and managed by the staff.
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Data Protection and Privacy

- In order to book lessons with Stollies swim academy, we will require you to register your details and your child(ren) with us.
- Personal data collected is used solely for service purposes and is stored securely. Stollies swim academy will not share your information with third parties, except as required for lesson bookings or legal purposes.
- We currently hold the following data about you and the swimmer that attends our classes. Parent/Guardian – name, phone number, email address and post code. Swimmer – name, date of birth and any medical conditions. All data above is stored on our own secure server and only Stollies swim academy staff have access to this data

- Use of Data

- We store your data for a service reasons, rather than promotional. The following data is used for:
- Phone number – Emergency contact or to contact you with any questions we may have.
- Email address – We will send out any site information and lesson confirmations to this address.
- Postcode – We may ask for your postcode to allow us to work out what sites are best for you to swim at.

- **Date of Birth – This allows us to match your child with swim partners of a similar age.**
- **Medical Conditions – It is important we have an understanding of any medical conditions your child suffers from to ensure we can take care of them at their lessons and make any adaptations to the lessons that may be necessary.**

From time to time, we may send you some offers and discounts specific to Stollies swim academy services that may have legitimate interest to you. If at anytime you feel these offers are not, please contact us to let us know.

Data Sharing

We do not share any of your personal information with any other business or company.

Promotions and Offers

- **Offers and promotions are subject to availability and may be withdrawn by Stollies swim academy at any time.**
- **Any existing customer that introduces a new customer to Stollies swim academy classes will both receive £10 credit towards future payments upon the new customer signing up.**
- **New offers/ promotions and competitions will be posted on our social pages- please follow and share- promotions may go out via email also.**

Complaints Procedure

- **If you are unhappy with any aspect of Stollies' service, please contact us at wecare@stolliesswimacademy.co.uk If unresolved, you may escalate the issue to ollie@stolliesswimacademy.co.uk**
- **We reserve the right to change our terms and conditions at any time. Changes will be posted on our website and communicated to customers if applicable.**