



First 4 Sports Terms & Conditions (revised November 2008)

- Places are booked on a first come first served basis with customers booking a 'term' of lessons. A term is usually 10 / 11 / 12 weeks. Joining the programme midway between terms is acceptable providing a space is available.
- Priority Booking Forms are issued towards the end of the current term allowing existing customers the chance to secure their place for the next term. Provisional holding of places is not be permitted.
- Places are guaranteed until the stated deadline on the booking form at which time children on our waiting list will be offered the place. Priority Booking Forms do not however guarantee a particular time slot. Swimmers are subject to movement within the class structure allowing us to maintain good structure in terms of ability groups. We will obviously endeavour to meet the customers' needs.
- Consideration will be given to siblings and other family members to swim at the same time although this may not always be practical.
- All bookings and re-bookings will only be accepted if accompanied by payment. We reserve the right to refuse admission into lessons if payment has not been made. (including "bounced cheques") Fees are determined by multiplying the lesson fee by the number of sessions in the term.
- It is our policy not to offer refunds for non-attendance under any circumstances including holidays, illness or transport problems. Our costs remain fixed whether a child attends the lessons or not.
- In the rare event of unforeseen circumstances resulting in a pool closure / cancellation of lessons, through no fault of First 4 Sports, (eg bad weather, mechanical breakdown etc.) refunds will not be issued. This is a result of the agreement we have had to sign with Aspire - the pool management. We have no recourse to compensation if the pool is closed for any reason whatsoever. Aspire reserve the right to cancel a particular booking at any time and for any reason. Such stringency comes as a result of the military occupancy of the facility. First 4 Sports still has to pay staff and the associated costs of running a business and this condition is essential for our financial security and the continuity of your child's swimming lessons.
- Should you cancel your booking up to 4 weeks prior to the start date, you will incur an administration charge of £10 with the remainder of the fee being refunded. Cancellation of a booking up to 1 week prior to the start date will incur a £10 administration charge plus 25% of the fee paid. Cancellation of a booking within 1 week prior to the start date will incur a £10 administration charge plus 50% of the fee paid. We reserve the right to charge an administration fee of £10 for returned or 'bounced' cheques.
- A 10% discount is offered to Military dependents. Proof of status may be requested.
- If a teacher is absent at short notice and a substitute cannot be found, groups may be joined together where appropriate. The safety and well being of the swimmers will not be jeopardised and will always remain paramount. Combining groups is a last resort. It is our view that it is better to have a combined lesson than to cancel the lesson totally.
- Teacher continuity is something we try to maintain. However, teachers are human and do sometimes need to be covered by another teacher. When this occurs, every effort is made to ensure the stand in teacher is given as much information as possible regarding the group of swimmers he/she is working with.

- All swimmers are encouraged to wear goggles and tight fitting costumes/trunks. Baggy shorts are not practical and make it much harder to swim.
- All swimmers are encouraged to wear a swim cap. This is in the interests of hygiene and to help prevent loose hairs trailing through the water. It also keeps the hair off the face and which can be dangerous and distracting for the swimmer. The pool at The Garrison is slightly cooler than most other centres and a hat keeps the heat in.
- Parents must never distract the swimming teacher and should direct all communication through the lesson co-ordinator. Teachers must never be distracted from attending to the children in the water as this could create a serious safety issue.
- Parents are responsible for their children in the changing rooms. The children become the responsibility of First 4 Sports once signed in at the register desk on poolside.
- As First 4 Sports do not have 'community changing rooms', it is the responsibility of Parents / Guardians to change swimmers in the appropriate changing rooms. Children over 8 years of age should use the appropriate sex changing room. Men should not go in the female changing room and vice versa.
- Viewing is possible and encouraged but only from the opposite side of the pool from the children. There are many reasons for this, the most important being that with parents close by, children are easily distracted from the attention of the teacher. Parents of particularly nervous or young children are allowed to remain close by until the child becomes comfortable.
- When walking on poolside, please use the shoe covers or slip your shoes off.