



Terms and Conditions

Please take your time to read through our terms and conditions carefully

Definitions of words used in the Terms and Conditions

Little Aqua LTD, We, Us	Little Aqua LTD
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
Catch up class	a class which is being taught at a different time due to the original class being cancelled

Booking conditions

1. We can provisionally book you into a class and hold the space for the maximum of 48 hours
2. Payment must be paid in full for the term you are enrolling for within 48 hours of making the provisional booking
3. You can place yourself on a waiting list for another time and day. However this does not guarantee you will be allocated this space
4. Re-enrolment will take place half way through a term for the next term. Booking and payment must be done during the dates set. Failure to do so will result in your space(s) being taken by a swimmer on our waiting list.

Payment Conditions

1. All payments must be paid within 48 hours of booking the provisional space. Failing to do this will result in you losing your space
2. Payments are accepted by cheque or cash. All cheques will be made payable to 'LittleAqua', or by bank transfer.
3. A receipt can be requested but is not given out at the time of payment.
4. An email will be sent to confirm booking, with details of the class enrolled for.

Lesson Conditions

1. All classes are half an hour long, and run for 42 weeks a year
2. We reserve the right to cancel classes due to unforeseen circumstances, if a lesson is cancelled we will offer a catch up class
3. Lessons will be taught by teachers who are trained in how to deliver Little Aqua's approach and teaching scheme
4. During the lessons the swimmers parents/ guardian must be with the vicinity the duration of the lesson.

Directors: Jeremy Burr ridge and Danielle Moyser
Contact: Email info@littleaqua.co.uk Phone: 01480 716231
www.littleaqua.co.uk



5. All customers must respect and follow the rules of the site you are swimming at, complaints made about swimming to us could result in losing your space at Little Aqua.

Changing, Cancelling or suspending classes

1. You can change your time and day of lesson, to suit you. Subject to availabilities
2. Once the fees are paid we do not offer any type of refund
3. We can suspend your classes due to exceptional circumstances to the following term, however we can only hold the space(s) you are suspending (this must be sent in writing to one of the partners for their approval)
4. If you miss a class during the term for any reason, and do not tell the site manager including acts beyond your control you are not entitled to a refund or a catch up class. This class is lost.
5. Only swimmers which email or text giving notice of a class that is missed will be entitled to a catch up class. However these are subject to availability.

Catch up Class policy

1. To qualify for a catch up class you must give notice to the site manager before the lesson
2. Availability for catch up classes are available via a PDF on our website
3. Catch up classes can only be booked over the phone
4. The classes that we offer as catch up classes are on a first come first serve basis
5. Catch up classes are a gesture of good will. Fees cannot be transferred over or refunded if a suitable catch up cannot be found
6. It is the parent responsibility to book a catch up session
7. If no catch up class can be found then the missed class is lost

Swimwear

1. Swimmers must wear appropriate swimwear at all times
2. Swimmers 'potty training' or that are under 2 must wear a swim nappy
3. No Jewellery, make up, hair products to been worn in the pool
4. Swim hats must be worn at all times
5. Parents must supply the swimmers goggles

Behaviour

1. We reserve the right to remove a swimmer from the lesson if their behaviour is affecting the smooth running of the class



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