



ST MARY'S CALNE  
SPORTS CLUB

# Swim School Terms and Conditions

Calne Wiltshire SN11 0DF  
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w: [www.smcsports.co.uk](http://www.smcsports.co.uk)

## Bookings and Payments

Bookings for swimming lessons can be made online via Course Hub or at reception either in person or over the telephone. Group lessons are booked and paid for in blocks of 14 consecutive weeks. Payment for swimming lessons must be received at the time of booking, and no part payments will be accepted. Spaces are booked on a first come, first served basis. When your child has 4 lessons or less remaining, we will send you emails reminding you to top up. Successfully topping up will ensure your child remains in the allocated lesson until they are ready to move onto the next stage of Swim School. If you do not top up before the start of your child's last session, they will be removed from the class which may result in them losing their place.

### Please note:

Children under the age of 8 must be accompanied by their parent/guardian at all times. Children under the age of 8 should use the changing rooms appropriate to their accompanying adult. The Family Changing Room is also available.

Unaccompanied boys aged 8 - 15 years must use Pupil Changing Room 1.

## Refunds and Cancellation Policy

Parents/guardians are able to cancel their swimming lessons at any point by informing the Swim School Co-Ordinator in writing. We do not offer refunds for swimming lessons and therefore recommend cancelling at the end of a block. Please note, we do not offer refunds/credit for lessons missed due to sickness/scheduled absences, no matter if notice is given. If there is a medical reason why your child is unable to attend, we request relevant paperwork with proof of condition. Please note we do not allow the transfer of credits from one account to another. Decisions will be made on an individual basis at the discretion of management. If your child has passed their stage, they are required to stay in the class until their desired stage has become available.

If for any reason, St Mary's Calne Sports Club needs to cancel a swimming lesson, your child's swimming credit will not be affected. In adverse weather conditions, where the club remains open and scheduled lessons go ahead, credits will not be given to those who do not attend. If a swimming teacher is absent, a temporary replacement teacher will cover the period of absence.

## Poolside Policy

For safeguarding purposes, the use of photographic equipment by any person is prohibited inside the pool hall. This includes the use of mobile phones for leisure, laptops and any other electronic device. These can be used in our reception area.

For health & safety reasons, all glass products are prohibited inside the pool hall.

On occasions we may wish to send you information regarding swim school or other events happening at St Mary's Calne Sports Club. We will never pass on your details to third party organisations and information will only be what we consider to be relevant to you. You can opt out at any time should you wish to do so.