

Terms and Conditions Walk on Water Swimming Ltd.

1. All swimming lesson places will initially be allocated to swimmers already on the lesson programme.
2. New swimmers can join the swimming lesson programme at any point.
3. Once payment has been made for swimming lessons, no refunds or reimbursements will be available unless absence is confirmed by signed doctor's note or medical exemption certificate in case of illness; in such cases all credits due will be offered as a discount on future swimming lesson payments.
4. Please note no refunds can be given for isolation due to Covid-19.
5. Swimmers must wear appropriate swimming attire, namely lycra shorts or trunks (no board or holiday shorts) or 1-piece costumes (no bikinis or tankinis). No Jewellery is to be worn at any time during swimming lessons.
6. Long hair must be tied back during lessons.
7. All lessons are subject to a 5 minute registration and administration time during the allotted session time; this is to record attendance for health and safety reasons.
8. Class numbers are restricted and set by Walk on Water Swimming Ltd to ensure a quality teaching environment and are based on the STA Safe Supervision for Teaching and Coaching Swimming Policy.
9. A safe and controlled environment is paramount for a successful swimming lesson programme to be undertaken; therefore we ask all non swimmers (including parents/guardians) to only sit in the designated spectator area on the poolside at any time.
10. Queries regarding the lesson programme or individual swimmer's progress should be directed to the email address info@wowswimming.co.uk, who will then co-ordinate a response from the relevant member of staff.

11. All swimmers must not enter the pool hall until the instructor is present. Swimmers are required to report to the poolside no more than 5 minutes prior to their lesson start time.

All swimmers are required to be available to start their lesson at the allotted start time for registration with the instructor. Swimmers must not enter the water until instructed to do so by the instructor.

12. Swimmer's ability and speed of progression will vary depending upon the individual. Swimmers will progress when all competencies have been satisfied as setup under the STA swimming lesson guidelines. The Swimming Instructor will notify the swimmer of the progression to the next stage where appropriate.

13. The use of camera or video photography (including mobile phones) is strictly prohibited at all times within the facility.