

The Dolphin Birthlight Baby Swimming School

Terms and Conditions

Each term you must re-enrol if you wish to continue lessons

Payment must be sent with your enrolment. Places are not guaranteed; they are subject to availability. Cheques may be cashed in advance unless post dated to the start of the new term. If we cannot find you a suitable place we will of course refund in full.

Re-Enrolments Your place is guaranteed if your re-enrolment form is received by the advertised date. Places are limited and you must re-enrol even if you are a regular. If you have missed the re-enrolment date and wish to continue swimming with us, please contact the office as soon as possible. If we are unable to find you a place on your preferred day, we will of course do our best to find you a suitable alternative.

Refunds/Credits are not given once the course has started. Credits for future terms may be given, dependent on circumstance, at our discretion.

Cancellation If you cancel your place before the term begins we shall refund your money, this may be subject to a £5.00 administration charge. If you cancel your place during term time then no refund shall be given unless we are able to fill the place. Any cancellations due to force majeure, terrorism, war and pandemics will not be refundable. See also pool closures.

Sickness If your child is sick you do not need to telephone if they are to miss a week or two. If it is likely to be longer, please let us know. Refunds and credits for long-term illnesses are given at our discretion.

Please do not let your child swim if there are any signs of stomach upset and sickness in the family.

Nappies Babies and toddler who are not 100% toilet trained must wear a correct fitting swim nappy. We strongly recommend the leak proof Splash About "Happy Nappy". If your baby is not wearing a properly fitting swim nappy you will be refused entry to the pool. Considerable disruption and cost is caused when classes have to be cancelled due to accidents.

Complaints If you have any complaints at all about our lessons, staff etc. please contact us as soon as possible.

Quality We aim to provide safe, quality swimming lessons that build confidence and ability whilst being an enjoyable and fun experience for you and your baby. We use feedback forms at the end of term and welcome constructive comments.

Safety is at all times our paramount concern. However, DBBSS will not be liable for any loss, damage or injury that may occur whilst on school premises.

Pool closures On rare occasions lessons are cancelled. Whenever possible, we will make up the lessons. However if this is not possible then the lesson will be deemed "lost". If a pool is closed for a period which means two or more lessons would be "lost", credits are given for the following term. See also cancellations.

Office You may contact our office on **01954 710413**, if no one is available to take your call, every effort will be made to phone you back as soon as possible. You may also contact us by e-mail at **kate.dolphinbabyswim@sky.com**. See also our website at **www.dbbss.co.uk**