



STANTONBURY
LEISURE

Stantonbury Leisure

Terms & Conditions

Swimming Lesson Memberships

STANTONBURY LEISURE CENTRE 'LEARN TO SWIM' TERMS AND CONDITIONS

Please read the following points carefully as they refer to your 'Learn to swim' scheme membership at Stantonbury Sports Centre. As a member you agree to comply with and adhere to the following terms and conditions.

Membership terms

1. The term 'Initial Term' means pro rata payments from the date of joining the Stantonbury Leisure centre 'Learn to Swim' Scheme.
2. The term 'Swimmer(s)' refers to the person enrolled on the 'Learn to Swim' Scheme.
3. The term 'You' and 'your' refers to the payer of the swimmer lesson fees.
4. The term 'Membership' refers to the 'Learn to Swim' Scheme. It does not refer to a membership of the facility.

Starting the membership

1. You will need to complete a swimming lesson registration prior to your membership commencement.
2. All fees due will need to be paid prior to commencement of the 'Learn to Swim' scheme that the swimmer is joining.
3. When paying by Direct Debit you will need to pay an initial pro rata payment to cover the remainder of the month and if joining after the 15th of the month you will need to pay a pro rata payment to cover the remainder of the current month and the next month.
4. When paying by Direct Debit, your payment will cover the period from when the payment day is due, to the day preceding your due collection day the following month. Your Direct Debit is a rolling payment and has no 'END' date. Collection will take place regardless of whether the swimmer attends the lessons.
5. When completing a registration document for the 'Learn to Swim Scheme' all personal details are held on our membership system and will be utilised to maintain contact with you.
6. Direct Debit collections will be made on the 1st of each month (or nearest working day in the case of weekends or bank holidays).

Ending the membership

1. When paying by Direct Debit, you have the right to end the membership within 14 days from the sign up date. If you end the membership within this period, you will be refunded any pro-rata payments, less any fees for attended lessons. After 14 days you can end the membership following the Initial Term (see bullet point 3 within this section for ending the membership procedure).
2. If you wish to end the membership please submit your notice in **writing** to cancellations@stantonbury-tove.org.uk. Verbal notice cannot be accepted under any circumstances. Confirmation of a request to end the membership will be sent to your registered email address upon receipt of the request.
3. Cancellations should be made prior to the 15th of the month and will take effect from the 1st of the following month. Cancellations after the 15th of the month will not take effect until the 1st of the month following the next full month after cancellation. The swimmer will continue to be enrolled and able to attend lessons for the paid period after cancellation is made.
4. There is no option to freeze this membership.





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Conditions of use

1. The membership is non-transferable.
2. A Parent / Carer must be present in the sports centre building at all times whilst swimmers are changing for, during and after their lessons. This is a safeguarding measure in case of emergency or any other need for the swimmer to leave poolside.
3. All swimming lesson places will initially be allocated to swimmers already on the lesson programme.
4. New swimmers can join the swimming lesson programme at any point.
5. 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.
6. Swimmers must wear appropriate swimming attire, namely lycra shorts or trunks (no shorts below knee length) or 1 piece costumes (no bikinis or tankinis). No Jewellery is to be worn at any time during swimming 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 Stantonbury Leisure Centre to ensure a quality teaching environment and are based on the ASA 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, no non swimmers (including parents/guardians) will be permitted onto the poolside at any time.
10. Queries regarding the lesson programme or individual swimmer's progress should be directed to swimminglessons@stantonbury-tove.org.uk
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 ASA swimming lesson guidelines.
13. The use of camera or video photography (including mobile phones) is strictly prohibited at all times within the facility.

General terms

1. Stantonbury Leisure Centre operates a continuous programme running through 46 weeks of the year. Direct Debit fees are calculated by the number of swimming lessons over a 12 month period; therefore this consists of 46 (chargeable) weeks/lessons, divided by 12. There will therefore be no refund or reduced fee for the 2 week break during the Easter Holiday, Summer Holiday and Christmas Holiday. These two week breaks will be communicated to you via posters in the centre, information on the home portal and to the swimmer by the teachers.
2. DD Memberships enrolled on 'Learn to Swim' lessons will receive free public swimming.
3. When paying by Direct Debit it is understood that you will make every effort to ensure that the nominated account is available and in credit so allowing collection of any due fees on the agreed date of collection. If we are unable to collect the fees by direct debit for any reason admittance to lessons will be stopped until any arrears are settled. Where fees are unable to be collected repeatedly a £5 administration fee will be added to the outstanding balance.





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4. When paying by Direct Debit, if the swimmers lesson fee changes (i.e. if you change lesson duration a new mandate form and pro rata difference will need to be paid at the time of change.

If during your membership period, the swimmer's contact or bank details change in any way you will be required to inform the Leisure centre reception or by emailing:

swimminglessons@stantonbury-tove.org.uk as soon as possible.

5. We may alter facility opening times, or temporarily withdraw provisions at any time if we require them for tournaments, exhibitions or other activities, or in connection with any repairs, alterations or maintenance work, or for any other reasonable reason. All such changes will be displayed with as much prior notice as possible on the notice boards. Credits for cancelled sessions will need to be collected from the Leisure Centre reception desk, all credits are available for a three month period.
6. All lessons are subject to availability.
7. Changing cubicles are for changing only – you are not permitted to leave belongings in the cubicles, lockers are provided at a 20p cost.
8. You assume all risks and responsibility for any harm, loss, damage, property damage, personal injury, to you or others resulting from, arising out of, or any way in relation to the swimmer's use of or presence in Stantonbury's facilities.
 - Stantonbury Leisure Centre may cancel the membership in the following circumstances:
 - If you/ the swimmer breaks this agreement or any facility rules repeatedly.
 - If the swimmer's false identity is used by any other person than you to gain access to the facility.
9. We will not tolerate our staff or other members of the lesson being verbally or physically abused or intimidated. If this is the case, we will immediately ban you/the swimmer from the scheme and Leisure Centre.

