



# AQUA - BABE

## Terms and Conditions

**Enrolment** – When enrolling or re-enrolling on a course, you will only be confirmed a place once the completed form together with a non refundable deposit of £ 5 is received. Full payment must be received on the first day of term; failing to do so shall result in losing your place on the course.

**Enrolment Amendment** – If you wish to change any part of your booking after your enrolment confirmation and/or following the start of a term *Aqua-Babe*, even though we are prepared to consider any reasonable change, are unable to guarantee to make any or all amendments.

**Enrolment Amendments by Aqua-Babe** – *Aqua-Babe* reserves the right to amend any publicised or scheduled sessions and you shall be notified either by email/text / poolside notice.

**Missed Lessons** – As the term dates and pool hire are contracted and agreed to well in advance of the commencement of the term, we are unable to refund any money for sessions missed because of general illness to parent/guardian or child/sibling, holidays, late arrivals or non attendance (voluntary withdrawal)

**Cancellations / Refunds / Credits** – There maybe circumstances out of our control, in which the pool might not be available for the swimming session. Examples of these circumstances include (but are not limited to) damage to the pool, breakdown of plant equipment, power failure, instructor illness. Where a session is cancelled due to unforeseen circumstances, *Aqua-Babe* will undertake any action to ensure additional sessions within the scheduled term. However if you are unable to attend the alternative dates, you will miss the lesson and no additional dates will be given. Refunds/credits will not be given should the pool have to be closed for what ever reason during a swim class and the remainder of the day.

**Refunds / Credits for withdrawal due to medical grounds** – After a course has started, if you wish to withdraw from the agreements of your booking on medical grounds, a letter from your GP, Consultant or Specialist shall be required confirming the child should not swim (for at least 3 weeks) along with your written notification of cancellation and if applicable a request for refund/credit note forwarded to *Aqua-Babe*. We will only accept a withdrawal on medical grounds when the child will miss more than 3 sessions. Where agreed, a refund/credit note for the balance of the sessions remaining from the date of the receipt of your written notification along with the doctor's letter, minus £ 15 administration fee, will be given to you at the end of the related term.

**Administration charges for cancellations** – On any processed confirmation of booking cancelled up to 14 days prior to the start of term, an administration charge of £ 10 will be charged. We will only accept cancellations by written notice. If you wish to cancel a confirmed booking within 14 days of the start date of term, you may do so in writing, in this case no money will be refunded. Instead you shall receive a credit note for the value of the term fees paid less £ 15 administration fees. Please note that the credit note must be used within 6 months to book another course. If you wish to cancel a confirmed booking once the term has started, no refund or credit will be offered.

**Information accuracy** – *Aqua-Babe* will ensure that all the information provided in our documentation or by any other mediums (such as the web page) [www.aqua-babe.co.uk](http://www.aqua-babe.co.uk) is accurate and up to date. However there may be times that advertised facilities may not be completely available, if this is the case, you shall be notified by email/text/telephone/web page.

**Amendments to Terms and Conditions** – *Aqua-babe* reserves the rights to amend its terms and conditions and associated documentation at any time. These terms and conditions do not affect your statutory rights.