

# Terms and Conditions of Private Swimming Lessons

## **IMPORTANT – YOU SHOULD READ THESE TERMS CAREFULLY. IF YOU DO NOT UNDERSTAND ANY OF THE TERMS AND CONDITIONS BELOW, PLEASE SEE A MEMBER OF STAFF FOR CLARIFICATION.**

This agreement is made between the centre operators (InspireAll Leisure and Family Support Services, "InspireAll") and the applicant (THE MEMBER), by commencing the service you agree to abide by the following terms and conditions. All parents /carers are responsible for ensuring all members under the age of 18 adhere to the terms and conditions of membership. InspireAll Leisure and Family Support Services operates as a paperless organisation, and it is the responsibility of the member to have read and understood these terms and conditions before commencement of the service.

1. By agreeing to private swimming lessons, you are permitting InspireAll to pass on your name and contact details directly to a member of the swimming team to make contact with you to arrange your private swimming lessons.
2. Under no circumstances is any money to be exchanged directly between yourself and the member of staff. All payments for private swimming lessons, must be processed at reception.
3. Private swimming lessons must be paid for at the time of booking and a minimum of 48 hours before the start of the first lesson.
4. Private swimming lessons can be purchased in blocks of lessons. The number of lessons per block may vary at each InspireAll Leisure Centre.
5. The date and time for each lesson is to be agreed between the customer and the Swimming Teacher.
6. We reserve the right to cancel lessons.
7. Should a lesson be cancelled for any reason the Swimming Teacher will make every effort to contact the customer and a replacement lesson to be organised.
8. You may request to change the date and time of the swimming lesson if reasonable notice is provided, however we cannot guarantee that your request will be accepted.
9. Private swimming lessons are non-transferable and non-refundable, unless due to illness or injury and upon appropriate proof from a doctor or other suitably qualified medical practitioner.
10. Anyone under the age of 16 will require a parent/Carer or guardian to set up the private swimming lessons.

### **GENERAL TERMS**

1. You are responsible for providing us with any changes to your details including changes of name, address and bank details immediately upon the changes occurring.
2. Swimming Teachers are subject to change at any time.
3. Equipment necessary for swimming lessons will be provided by the leisure facility, excluding swimwear.
4. Participants must not use any equipment unless they are satisfied that they are competent to do so and they must use the equipment safely and properly, without causing any risk of injury to themselves or others, or damage to any property.
5. Participants may be responsible for any injuries or damage caused by themselves. Correct clothing, suitable behaviour must be adhered to at all times.
6. InspireAll will not be responsible for any loss or injury to participants to the extent that it is caused or contributed to by their unsafe or improper use of the equipment or any of the facilities. We reserve the right to refuse access to the facilities and suspend memberships at any time if participants act in a way that may cause offence or distress to others; offers any risk or harm; in our opinion, to anyone's health, including themselves; and if they fail to use equipment safely and properly or as instructed by our staff.
7. Lockers and storage areas are not to be used for overnight storage. Lockers are provided for the convenience of its user and are used entirely at the user's own risk. Lockers will be emptied at the end of each day and any contents disposed or retained in line with the lost property guidelines.
8. InspireAll ask participants not to leave belongings unattended in changing cubicles.
9. Parents/Guardians are requested not to approach Swimming Teachers during the private swimming lesson sessions and ask that parents/guardians speak to the teacher at the end of the lesson.
10. Parents/Guardians should not remain on poolside whilst lessons are in progress. Lessons may be viewed from the spectator areas/viewing galleries.
11. Parents/Guardians of under 8's must remain in the centre whilst a child participant is in a lesson.
12. We reserve the right to refuse or withdraw private swimming lessons to any person who contravenes these terms and conditions or the rules and regulations of the leisure facilities.
13. Parents and Participants should be aware that some activities carry an element of risk. We are committed to the health and safety of all participants, and we will endeavour to ensure that any such risk is kept to a minimum.
14. Before the commencement of exercise all members must have read, understood and agreed to comply with the health commitment statement.

### **GENERAL DATA PROTECTION REGULATION (GDPR) 2018**

1. All personal data you supply will be kept in accordance with UK GDPR 2018. The information collected when you join one of our centres is required to set up, verify and manage your membership and to ensure you get the most benefit from our services.
2. If you have consented, we will send you occasional promotional communications via your approved method(s). You can opt out of this at any time via links in the communication, by emailing [dpo@inspireall.com](mailto:dpo@inspireall.com) or in writing to our Data Protection Officer, InspireAll Leisure and Family Support Services, The Venue, Elstree Way, Borehamwood, WD6 1JY.
3. For more information on how your information is used, how we maintain the security of your information and your rights to access information we hold about you, please view InspireAll's Privacy Policy. You can request a copy at reception or find it on our website.

### **ALL MEMBERSHIPS**

1. We may from time to time amend these terms and conditions and, we will display these in reception giving at least 14 days' notice.
2. This agreement can be cancelled if we are in breach of contract, including if we do not provide facilities or services, you may reasonably expect.
3. Where appropriate any refund made will be made by BACS and may take up to 10 days to process.