Terms and Conditions of Canford Swimming Academy Membership

1. Period of Commitment

1. You are agreeing to subscribe monthly for the services provided by the Service provider and contracting to remain a subscriber for the minimum period for 3 MONTHS.

2. Parties & Terms

1. The "Lesson Period" runs from the date of joining up to the same date the next calendar month.
2. Lessons run for 50 weeks of the year, with planned breaks for 2 weeks over Christmas.

3. Lesson Agreement

1. You may not terminate swim lessons during the minimum period as you will be liable to pay all lesson fees applicable, irrespective of usage.
2. Upon completion of the minimum period of contract, the swim lessons shall automatically continue by Recurring Card Payment on a monthly basis unless a written notice of termination is received.
3. If you miss a payment, you will be deemed to have breached your contract and failure to pay any outstanding debt by the end of the calendar month will result in the lessons being cancelled and your contract terminated with immediate effect.
4. Any swim lesson pupil with outstanding monies on their account may be refused entry until all outstanding amounts have been settled.
5. Parent/ guardian of junior pupils, or adult pupils are responsible for contacting Canford Sports Centre with any change in their personal circumstances e.g. contact details, medical conditions.
6. COOLING OFF PERIOD- You have the right to cancel or amend your lesson for any reason in writing within 10 days of the date of the service contract. All correspondence must be addressed to the Sports Centre Operations Manager. Any usage will have a pro rata deduction from the sums paid.
7. In the event of a swimming teacher being absent for a lesson, Canford Sports Centre are within their rights to change the swimming teacher to make sure that your lesson is covered.
8. In the event we are unable to provide a replacement teacher and need to cancel the lesson, we will inform you as soon as possible and issue you with a refund within 10 working days.

4. Health

1. It is the responsibility of the pupil or parent / guardian of junior pupils to ensure that the pupil is fit and well enough to participate in lessons, and if they become unwell during a session to notify the Swimming Teacher immediately if any time during the lesson period the pupil suffers from any medical condition. No refunds will be made without a medical certificate.

2. Canford Sports Centre may refuse access to our facilities if we consider use of such facilities to put you or any other persons health at risk.
3. Pupils must consult their doctor before you begin any session, if you are unsure, it is suitable, or if you have any concerns of the health of a pupil.

5. Access

1. The premises may, in order to execute repairs, alterations, school events or any other reason close or cancel lessons without notice.
2. Failure to treat the equipment in a reasonable manner may result in the termination of lessons.

6. Termination

1. All cancellation requests must be submitted via email to swimlessons@canford.com. We require one full calendar month's notice.

Canford Sports Centre will acknowledge receipt of the cancellation request. If the payer does not receive confirmation within 10 working days, they must contact the Sports Centre Operations Manager at sportscentre@canford.com immediately. It is the payer's responsibility to ensure that acknowledgment has been received.