



## SWIMMING LESSONS

# ACTIVE NATION

## TERMS AND CONDITIONS OF SWIM NATION

A £10 start up fee is taken on all new Swim Nation memberships, this contributes towards a membership card, goodie bag, swim hat and administration of setting up the scheme.

Membership cards will be issued to all direct debit members and those who make block payments. **These must be shown at reception on each visit.**

Membership cards may only be used by the registered user and any fraudulent use of the card will result in cancellation with no refund being made.

**Lost or damaged cards will be subject to a replacement charge of £3.00.**

All course fees must be paid irrespective of actual attendance to the swimming lessons or usage of the swimming facilities. No credit is given for missed lessons due to holidays. This is due to Active Nation incorporating a 2 week holiday into the scheme already.

Refunds will only be given at the discretion of the General Manager

All monthly payments shall be made by direct debit payable in advance.

On occasions when lessons have to be cancelled the cost of the missed lesson will be adjusted on the next possible direct debit payment.

A minimum of 3 swimmers must be booked on each lesson before the course can commence.

**Cancellation** of your Swimming Academy membership must be made in writing, giving at least **1 calendar month's notice**.

**Freezing your membership for illness** – Swim Nation fees will only be frozen for the student's own medical reasons if 4 or more consecutive lessons are missed. A Doctor's certificate/letter will be required.