

FINS SWIMMING CLUB TERMS AND CONDITIONS



Please read the following Terms and Conditions carefully. By enrolling in or renewing swimming lessons with Fins Swimming Club ("FSC"), you agree to abide by them.

1. BOOKINGS AND PAYMENTS

FSC lessons operate during Hampshire and Surrey school term dates. Current term dates can be found on our [website](#).

Lessons are booked in blocks of 12 sessions, regardless of when a swimmer joins the class. Payment reminders are issued approximately four lessons before the final paid lesson.

New swimmers joining FSC pay a one-off membership fee of £5, which includes a branded fabric swim cap.

If payment for the next block is not received before the final lesson of the current block, the swimmer's place may be automatically released and offered to another swimmer on the waiting list.

If your current lesson time becomes unsuitable, please contact the office and we will do our best to offer an alternative class where availability allows.

2. ASSESSMENTS AND CLASS PROGRESSION

Swimmers are continually assessed throughout the term. Progression to the next stage is determined by the teacher and may occur individually or as a group.

If a swimmer is ready to move class, the FSC office will contact you to arrange a suitable alternative.

Parents and guardians can monitor progress and manage lesson renewals through the [Parent Login](#).

FSC reserves the right to change teachers or class arrangements where necessary.

3. CANCELLATIONS AND REFUNDS

Existing Customers

If you wish to cancel lessons, FSC may attempt to re-sell your space; however, this cannot be guaranteed. If the place is successfully re-sold, a refund will be issued from the date of resale, less a one-lesson administration fee.

New Customers

Under distance selling regulations, new customers have a 7-working-day cooling-off period from the date of booking. This right ends once the swimmer has attended their first lesson.

After the cooling-off period, FSC may attempt to re-sell the space in line with the policy above.

All cancellations must be submitted in writing.

FSC is unable to offer refunds, credits, or replacement lessons for missed sessions or non-attendance.

If a lesson is cancelled due to pool closure or circumstances beyond our control, the session will normally be added to the end of the current 12-week block and may carry into the following term.

4. ILLNESS AND MEDICAL INFORMATION

Swimmers should not attend lessons if they have:

- An infectious illness
- An open wound
- A cough, cold, ear infection, or head lice
- Sickness or diarrhoea within the previous 48 hours

Swimmers must not enter the water for 14 days following unexplained diarrhoea.

Parents and guardians must inform the FSC office of any medical conditions, injuries, additional needs, or changes to medical information so that teachers can be appropriately informed.

5. HEALTH, SAFETY AND POOLSIDE RULES

Outdoor footwear and prams are not permitted on poolside or in changing rooms. Shoes should be removed upon entering the venue and placed in the designated areas. Alternatively, shoe covers may be worn at locations where these are available.

Parents and guardians remain responsible for swimmers except during their supervised lesson time in the water. FSC cannot supervise swimmers who leave the lesson area during a session, including for toilet visits.

Parents and guardians of child swimmers are expected to remain onsite throughout the lesson.

All swimmers, except those attending adult and child classes, must wear a swimming hat.

Suitable swimwear must be worn at all times:

- Girls: one-piece swimming costume
- Boys: fitted swim shorts

Jewellery should not be worn during lessons for health and safety reasons.

To reduce the risk of illness or stomach cramps, swimmers should avoid eating:

- Large meals within 1½ hours of swimming
- Light snacks within 45 minutes of swimming

For health and safety reasons, the following are prohibited on poolside and in changing areas:

- Running
- Food and drink
- Glass items
- Talcum powder
- Smoking or vaping
- Climbing or playing on benches or equipment

Outdoor play equipment at FSC venues must not be used during lessons.

FSC reserves the right to ask any individual to leave the venue if behaviour is considered unsafe, disruptive, or inappropriate.

6. PHOTOGRAPHY AND MOBILE DEVICES

Photography and video recording are not permitted before, during, or after lessons without prior permission from FSC.

Mobile phones and electronic devices must not be used in changing areas under any circumstances.

From time to time, FSC may take photographs or videos for promotional or social media purposes. If you do not wish your child to appear in such material, you may update your preferences through the [Parent Login](#) or [contact the office directly](#).

7. PARKING AND VENUE ACCESS

Venue-specific directions and parking information are available on our [website](#).

When attending school venues, all drivers must proceed at walking pace and exercise caution due to the presence of children and pedestrians.

Vehicles and belongings are left onsite entirely at the owner's risk.

Failure to comply with venue rules may result in action under Section 10 (Conduct and Termination).

8. SAFEGUARDING

FSC is committed to maintaining high standards of safeguarding and child welfare and follows the Swim England Safeguarding Policy ("Wavepower").

If you have any safeguarding concerns, please contact the FSC office or Swimline on 0808 100 4001.

FSC follows Swim England changing room guidance. Children aged 8 and over must use the gender-appropriate changing room, and accompanying adults must also use the appropriate facilities.

Further information is available from [Swim England](#).

9. PARENT AND SWIMMER CONDUCT

All swimmers, parents, and guardians are expected to behave respectfully towards FSC staff, teachers, volunteers, swimmers, and other spectators.

Unacceptable behaviour includes, but is not limited to:

- Abusive, threatening, or intimidating behaviour
- Swearing or aggressive language
- Personal insults or harassment
- Defamatory comments online or on social media
- Failure to follow safeguarding or venue procedures

FSC will not tolerate behaviour that places others at risk or harms the reputation or operation of the club.

10. TERMINATION OF LESSONS

FSC reserves the right to suspend or terminate lessons without refund where:

- These Terms and Conditions are breached
- Conduct is deemed unacceptable or unsafe
- Behaviour negatively affects staff, swimmers, spectators, or the reputation of FSC

Any course already commenced will not be refunded following termination.

11. LIMITATION OF LIABILITY

Nothing in these Terms and Conditions excludes liability where it cannot legally be excluded.

FSC accepts responsibility for foreseeable loss or damage resulting directly from our negligence or breach of these Terms and Conditions. FSC is not responsible for losses that are not reasonably foreseeable.

All swimmers and spectators attend lessons and venues at their own risk.

FSC is not responsible for:

- Personal belongings left unattended
 - Loss or damage to vehicles or property
 - Injury or loss arising from failure to follow venue or safety instructions
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12. DATA PROTECTION AND PRIVACY

FSC collects and stores personal information solely for the administration and safe delivery of swimming lessons.

This may include:

- Name
- Date of birth
- Address
- Contact details
- Medical information
- Special educational or additional needs information

Information is used only for lesson administration, communication, safeguarding, and safety purposes.

Personal information is handled in accordance with UK GDPR requirements and will normally be retained for 36 months after membership ends, after which it will be securely deleted.

Further information can be found in our Privacy Policy and Data Protection Policy on our [website](#).

13. COMPLAINTS

We welcome feedback and aim to provide a positive experience for all members.

Any complaints or concerns should be submitted by email to:
Office@FinsSwimmingClub.org

14. CHANGES TO TERMS AND CONDITIONS

FSC may update these Terms and Conditions from time to time. The most current version will always be available on our website and will take effect immediately upon publication.