**Terms and Conditions**

At Wild Dog Fitness we pride ourselves on creating an environment in which we allow all participants to have fun in a safe and secure environment. As such, we ask all customers and clients to adhere to our terms and conditions.

By booking a session with us you are accepting these terms and conditions and they will form part of the contract between us.

We reserve the right to change the terms and conditions at any point without prior notice..

**Swimming Lessons:**

Wild Dog Fitness delivers 2 main types of sessions.

* Termly Lessons: These lessons are for a maximum of 3 children and they are booked as a block which guarantees your space for the term.
* Ad-Hoc lessons: Occasionally Wild Dog Fitness will have ad-hoc lessons available. These are one time lessons and can be booked via our booking system.

When making your booking you are agreeing to the type of lesson you or your child will be doing as well as the number of lessons, times and agreed fees for the course.

If you are currently enrolled in lessons with Wild Dog Fitness you will be offered the same time and place each term where possible. If any changes are to be made Wild Dog Fitness will endeavour to tell you in advance and we will accommodate your preferences where possible. As we hire facilities from other providers these lessons may change based on the times and dates we have made available to us to use for lessons.

**Payment and Confirmation**

All types of lesson are available solely on a first come first served basis. You space is only confirmed once we have received payment in full. Payment should always be made prior to the first lesson commencing. If no payment is received Wild Dog Fitness my cancel your booking and will not be obliged to teach the student.

**Cancellations**

If you wish to cancel your booking this can be done by contacting us in writing or by email within seven (7) days of making the booking or 3 days before the term is due to start, whichever is earlier.

You will receive a refund of the tuition fee paid, less the cost of one lesson to cover administration time, payment fees and reallocation of the space.

If you decide to cancel the course after it commences Wild Dog Fitness will not be obliged to provide either credits or refunds, however if possible we will attempt to resell your space. If we are able to resell your space we may offer you a credit for the next term. This is in no way guaranteed.

**Cancellations and Force Majeure**

If it becomes necessary to cancel or reschedule lessons for reasons beyond Wild Dog Fitness’s control then where possible a replacement lesson will be offered at a time and location of Wild Dog Fitness’s choosing. Refunds will not be offered.

Such reasons may include but are not limited to damage to the pool, severe weather conditions, power failures, industrial action, civil unrest and other events that Wild Dog Fitness has no reasonable control of.

**Attendance**

Learners should be ready at poolside five (5) minutes before the start of their lesson to fully prepare and participate.

Learners that arrive late for a group session may be asked not to participate if their inclusion would be disruptive to the other learners in the group.

Wild Dog Fitness will not be obliged to provide refunds or credits for lessons missed by pupils. In the event of non-attendance, where possible Wild Dog Fitness will attempt to resell your space. If we are able to resell your space, we may offer you a credit for the next term. This is in no way guaranteed.

**Changing Time**

If you would like to change the time of sessions you have already booked please make our team aware with as much notice as possible so we can try to find a suitable alternative. If we cannot find an alternative then Wild Dog Fitness may refund the remaining lessons less the administration fee which is equivalent to the price of one lesson.

**Medical Conditions and Illnesses**

If the participant has medical needs, or additional behavioural, social, emotional or mental health needs which require accommodations during the lesson it is the responsibility of the individual who booked the lessons to ensure it is safe for the swimmer to attend lessons. The individual making the booking must also ensure they have made direct contact with the swim school before the participant attends to discuss any potential additional risk assessments we may need in place, and also to give the instructors time to plan any necessary mitigations or accommodations that may need to be put in place prior to lesson commencement.

We attempt to make the environment as inclusive as possible and will do all we can to accommodate the swimmers needs where possible.

If the swimmer has developed an illness such as an ear infection, diarrhoea, chicken pox, conjunctivitis, hand foot and mouth, covid or scarlet fever please wait until the doctor has given the all clear to return to lessons. If the swimmer has developed sickness or diarrhoea please wait at least 48 hours until the swimmer attends a lesson.

**Acceptable Behaviour**

Swimmers, parents, guardians, siblings and anyone else accompanying a swimmer to their lesson must:

* Observe the rules of the facility in which the lesson is taking place
* Behave in a way which ensures the safety of themselves and others at all times
* Ensure their actions do not place anybody at risk.

In the unlikely event of a participant of their accompanying individuals either refusing to follow an instruction from a member of staff, behaving in an unruly manner or causing damage to equipment, fixtures or fittings then the swimmer will not be allowed to continue their lesson and the party will be asked to leave.

If this is to occur, Wild Dog Fitness retains the right to terminate any contract without further notice, penalty or requirement to refund any fees. Wild Dog Fitness also reserves the right to charge for any incurred costs.

**Safety and Child Protection**

* Swimmers must shower before entering the pool.
* All children under the age of 8 must have a responsible adult with them at all times. Swimmers are not to be left unattended, there must be a responsible adult watching the lessons throughout their duration.
* Children aged 8 years and above must change in the correct sexed changing rooms where possible. If the swimmer has additional needs and needs support with changing there are family changing rooms with individual cubicles available, or they may use the accessible changing rooms to enable a private changing space.
* Swimmers are advised to wear swimming caps where possible
* No swimmer should access the swimming pool area without a Wild Dog Fitness member of staff being present
* There must be no food consumed on poolside. Water is allowed in a clear plastic bottle. Under no circumstances must glass be brought into the swimming pool hall.
* No outdoor shoes must be worn on poolside or in the changing area. We recommend you buy crocs or flip flops to put on when entering the changing rooms if you would rather not be bare foot.
* Under no circumstances should there be any photography, recording or filming at any times. You must not use devices with camera facilities on poolside or in the changing rooms. This is in accordance with the Swim England Child Protection Policies. These are available upon request.

All Wild Dog Fitness staff are required by law to meet the government's DBS vetting process. They all also hold a safeguarding training certificate and will be fully qualified and insured at all times. Our staff have a duty to act if they suspect a child in their care may be suffering from abuse or if a child makes a disclosure about abuse.

**Insurance**

All swimmers are covered by our Public Liability Insurance.

**Complaints**

We pride ourselves on offering the very best teaching and coaching to our pupils. If you or your child are not satisfied with some aspect of our service however then please let the teacher know in the first instance and we will try our best to resolve the matter.

If you are not satisfied with the explanation or outcome you receive as a result of making a complaint then please direct your concerns directly to the swim school owner, who can be contacted by email using [wilddogfitness@gmail.com](mailto:wilddogfitness@gmail.com).

**Liability**

Wild Dog Fitness accepts no liability for sickness, personal injury or death of any participants unless directly caused by the proven negligence of the company or its’ servants. Organisers providing the facility and their servants are under no liability whatsoever in respect of personal injuries or loss or damage to property whilst attending any Wild Dog Fitness session.

**Nappies**

All individuals who are not yet fully continent must wear a swim nappy in the pool with a swimming costume or pair of swimming trunks over the top. Wild Dog Fitness reserves the right to refuse entry to any child who is not suitably attired. Please dispose of any used nappies in the bins provided.

**Lost Property**

Wild Dog Fitness cannot accept liability for any lost, stolen or damaged items. Please ensure clothing and other belongings are clearly labelled so we can try and repatriate them with their rightful owner. Often if any belongings are left behind they will be collected by the centre staff so please ask at the main reception before contacting us directly.