

Swimming Terms & Conditions

Clear information for families using HH Swim School

BEFORE BOOKING Please read these terms alongside the current lesson information, payment information, Privacy Notice, Parent/Carer and Swimmer Code of Conduct, and Cancellation & Refund Policy.

By confirming a place, making a payment or allowing a swimmer to attend, the parent or carer arranging the lessons agrees to these terms. HH will provide key information in a form that can be saved or retained.

1. About these terms

These terms apply to HH Swim School group lessons, Parent and Baby classes, disability-inclusive provision, the Soft Start Programme and any separately agreed 1:1 or 1:2 support.

The adult booking or paying is "you" and the person taking part is the "swimmer". In Parent and Baby classes, the accompanying adult is also a participant.

2. Booking and confirmation of a place

- An enquiry or waiting-list entry does not guarantee a place.
- A place is confirmed when HH accepts the registration and confirms the class and payment arrangement.
- Provide accurate emergency, medical, support and contact information and update HH promptly.

3. The HH swimming programme

Progressive lessons

- Scottish Swimming-inspired levels and progression.
- Placement reflects ability, confidence, support needs and safety.
- Progress is individual; no level or date can be guaranteed.

Inclusive support

- Parent and Baby, pre-school and school-age lessons.
- Reasonable, safe adjustments for disability and additional needs.
- Soft Start transitions where suitable and available.

Lessons, Fees & Payments

How the timetable and simple HH payment plan work

4. Lesson schedule

Lessons are normally 30 minutes on Saturday mornings during the Fife school term. There are no lessons during school holidays unless HH confirms otherwise.

- Your confirmation or HH calendar shows the lesson dates and time.
- Arrive in time for changing so the swimmer is ready to begin.
- Late arrival may reduce lesson time or prevent safe participation.

5. Fees and the HH payment plan

SIMPLE FAMILY PAYMENT PLAN

Swimming lessons cost £11.50 per lesson. Monthly payments are normally set at £46, equivalent to four lessons. When a swimmer joins, HH calculates the number of Saturday lessons remaining in the school year and sets up payments for those lessons only.

- The payment plan spreads the total remaining lesson cost into simple monthly instalments. It does not mean that exactly four lessons will take place in every calendar month.
- Monthly payments stop once the agreed lesson balance has been paid, even if lessons remain to attend.
- Families may instead pay the full term fee in advance.
- Overdue payments may lead to suspension or loss of the place after reasonable reminders.
- Future price changes will be communicated in advance.

6. If HH cancels a lesson

You will not be charged for a lesson cancelled by HH. Its cost will be removed from the remaining balance and reflected in the final payment, unless a rearranged lesson or credit is agreed.

- A suitable substitute teacher or safe operational adjustment is not a cancellation where the lesson can still be delivered.
- HH will communicate cancellations or significant changes as soon as reasonably possible.

7. Missed lessons and leaving the programme

A missed lesson does not automatically create a refund or make-up because the place remains reserved.

Attendance & Family Responsibilities

What helps every lesson run safely and smoothly

8. Parent or carer responsibilities

- Provide accurate health, medication, allergy, disability, communication and emergency information.
- Tell HH about any change that could affect participation or safety.
- Ensure the swimmer is fit to participate and seek advice where unsure.
- Follow venue rules and treat everyone respectfully.
- Remain contactable and available during the lesson.

9. Arrival, handover and collection

Parents and carers remain responsible before handover and immediately after the lesson. Swimmers must be collected promptly by an authorised adult unless another arrangement is agreed in writing.

- HH provides teaching and reasonable supervision in the designated area during the booked lesson.
- Parents and carers remain responsible in changing, spectator and other venue areas.
- Tell HH if another adult will collect; identification may be requested.

10. What to bring

For every swimmer	Where relevant
• Suitable swimwear • A towel • Swimming goggles • Long hair tied back securely before the lesson	• Required emergency medication, clearly labelled and immediately accessible • Any agreed support, communication or sensory aids • A suitable swim nappy for Parent and Baby classes where required by the venue

Avoid bringing valuables. Responsibility for belongings is limited only as far as the law permits.

11. Parent and Baby classes

- A responsible adult must enter the water, participate and follow safety directions.
- The accompanying adult remains responsible for supporting and supervising the child.
- One adult should normally accompany each child unless HH agrees otherwise.
- Tell HH about any issue affecting the adult's safe participation.

Inclusion, Soft Start & Health

Individual support while keeping group learning at the heart of HH

12. Disability and additional support

HH considers reasonable, safe adjustments based on individual need, staffing, pool space and the class environment. Share relevant information early so planning can take place.

- HH may agree an individual support or emergency health plan.
- Adjustments may include visual prompts, extra processing time, adapted teaching, equipment or temporary instructor support.
- Where an adjustment cannot be made safely or reasonably, HH will discuss alternatives or signposting.

13. The four-week HH Soft Start Programme

The Soft Start Programme supports a gradual transition into an established class and depends on suitability and instructor availability.

- Weeks 1-3: 1:1 or 1:2 support introduces the instructor, poolside and water, with gradual class participation.
- Week 4: the child attends the established class, with extra support available only if needed.
- The first month costs the usual lesson fee plus a one-off £20 support supplement; standard pricing applies afterwards.

HH aims for children to learn safely alongside others, building swimming ability, confidence, communication and belonging.

14. Medical conditions, medication and illness

- Tell HH about any condition affecting safe participation or emergency care.
- Rescue medication must be in date, labelled and available under the agreed plan. Staff only assist where lawful, competent and agreed.
- Do not attend when unwell, infectious or unable to participate safely.
- HH may stop participation and seek parent or emergency support if needed.

15. Accidents and emergencies

HH follows venue and HH emergency arrangements. In an emergency, HH may provide first aid, contact emergency services, follow an agreed plan and share information needed for safety.

Safety, Conduct & Safeguarding

Clear expectations that protect swimmers, families and instructors

16. Behaviour and pool safety

- Follow instructor and venue safety directions immediately.
- Running, pushing, unsafe diving, bullying, discrimination, violence or other unsafe conduct is not accepted.
- HH may pause or end participation where behaviour creates a serious or repeated safety concern.
- Where possible, HH will agree supportive strategies before ending a place.

17. Photography, video and devices

Photography or filming is prohibited in private areas. Poolside recording requires venue permission and HH approval. HH obtains separate consent before using an identifiable image.

18. Safeguarding

The welfare of children and young people comes first. HH may record, seek advice on or share relevant and proportionate information where there is a safeguarding concern.

- Concerns about any adult will be taken seriously under HH safeguarding procedures.
- Raise concerns promptly; report immediate danger to emergency services.

19. Teachers, ratios and class changes

HH uses suitably qualified, experienced or supervised instructors. Standard child classes normally have up to six swimmers; Parent and Baby classes may have up to ten families, subject to safety and venue rules.

- HH may use a substitute instructor or adjust a class, level, area or timetable for good reason.
- HH will give reasonable notice of significant changes and discuss alternatives where possible.

Changes, Complaints & Legal Information

How HH manages interruptions, concerns and customer rights

20. Pool closures and events outside reasonable control

Pool closure, severe weather, illness, unsafe conditions or other events outside reasonable control may affect lessons. HH will communicate promptly and apply section 6 where a lesson cannot be delivered.

21. Complaints and feedback

HH welcomes feedback and aims to resolve concerns fairly. The Complaints and Feedback Procedure explains how to complain, response times and review arrangements.

22. HH responsibilities and your legal rights

- HH will provide the agreed service with reasonable care and skill.
- Progress depends on individual factors; HH cannot guarantee a particular skill or level by a set date.
- Nothing excludes liability that cannot lawfully be excluded, including statutory consumer rights.
- HH is not responsible for unforeseeable loss or failures caused solely by withheld information, venue decisions or events outside reasonable control, except where law says otherwise.

23. Changes to these terms

HH may update these terms for legal, safety, venue or service reasons. Existing bookings will not be changed unfairly, and important changes will be explained in advance where possible.

24. Governing law

These terms are governed by Scots law. Consumers retain any mandatory rights available under applicable law.

25. Contact and company information

HH Training Network Ltd is registered in Scotland. Registered office: 5 South Charlotte Street, Edinburgh, EH2 4AN. Company number: SC881534.

Website: www.hhtrainingnetwork.com | Email: G@hhtrainingnetwork.com

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IMPORTANT

These terms should be read together with the current HH Swim School Payment Information, Cancellation & Refund Policy, Privacy Notice, Safeguarding Statement and Parent/Carer and Swimmer Code of Conduct.