

1. Learn to swim programme

- 1.1 Our Learn to swim programme will deliver lessons over a 48 week period and guarantee you a minimum of 45 lessons per year
- 1.2 The price of 45 lessons will be averaged over 12 monthly direct debit payments
- 1.3 The duration of all of our lessons is 30 minutes
- 1.4 WD Leisure reserves the right to combine classes at short notice if necessary.
- 1.5 Splash and Splash classes and adult swimming lesson programmes will remain as block payments

2. Membership Rates

- 2.1 First Pro-rata (or full annual) payments must be made at the time of application using any of the acceptable payment methods noted below. Accepted initial pro-rata payment methods are:
 - Cash
 - Cheque
 - Credit/Debit card
- 2.2 Thereafter the monthly direct debit payments will commence. All Direct Debits will continue to be collected on the 1st of each month until the member cancels in writing
- 2.3 Membership is based on a minimum of 45 lessons per annum at WD Leisure sites
- 2.4 A concessionary membership discount is available. Children must have a valid Passport to Leisure subscription to qualify for this discount.

3. General Conditions of Membership

- 3.1 Membership fees are non-refundable
- 3.2 Membership cards will be issued to all members.
- 3.3 Cards are not transferable and any use other than by the member will result in the cancellation of that membership with no refund available.
- 3.4 The manager reserves the right to refuse any application for membership.
- 3.5 All Direct Debits are a legally binding contract between the member and the company
- 3.6 WD Leisure will apply to your bank account for the direct debit on the 1st of each month
- 3.7 WD Leisure reserves the right to review monthly membership fees on an annual basis. The member will be given one month's notice of any proposed increase. This notice will be in the form of posters at our three Swimming Pool facilities, updated information on our website, social media and email (if email correspondence has been requested)
- 3.8 WD Leisure's liability for injury to a member

and/or damage or loss to member's property is strictly limited to any injury, damage or loss suffered as a result of negligence of WD Leisure, its staff or its agents. With this exception WD Leisure will not accept liability for the safety of members and guests and their personal property brought into facilities.

- 3.9 All full Learn to Swim Scheme Membership customers will be given the added benefit of their child being granted free access to all three swimming pools managed by WD Leisure (Clydebank Leisure Centre, Meadow Centre and Vale of Leven Swimming Pool) while they are enrolled in the Learn to Swim Scheme.

4. Cancellation of Membership & Refunds

- 4.1 Direct Debit membership fees are non-refundable (payment taken on 1st of each month)
- 4.2 Membership must be cancelled in writing by letter, e-mail or by using the cancellation form*
- 4.3 Cancellations must be received 28 days in advance of the direct debit date. The Direct Debit instruction should also be cancelled with your bank.
- 4.4 A full refund will be given should you cancel your membership within 14 days of submitting your application form.

*Please note that failure to notify us in writing could mean your child being removed from the class with no refund

5. Suspension of Membership / Missed Lessons

- 5.1 Lesson fees are non-refundable where the pupil has either missed lessons or decided to withdraw from the programme altogether.
- 5.2 In the event of medical circumstances that stop a member using their membership for a period longer than one month, they may apply for a temporary suspension of their membership. This shall remain at the discretion of the Swimming Development Officer. Suspension of membership will result in the withdrawal of the previously allocated swimming lesson day and time. To restart lessons, the appropriate Swim Officer at the venue of your choice should be contacted to discuss the reallocation of a space within the scheme.

6. Swimming lesson payment

- 6.1 If the Direct Debit is cancelled (even in error) we can't guarantee the same space being available for your child.
- 6.2 For any failed Direct Debits, WD leisure

reserves the right to restrict access to the lessons until a suitable payment has been made for the missed Direct Debit Payment. If no contact with WD Leisure has been made within 7 days of non-payment then your child will be removed from their class and will have to join the waiting list if no spaces are available.

6.3 The monthly direct debit subscriptions remain the same for each calendar month and are calculated based on your child receiving 45 lessons per year.

7. Parental responsibilities

- 7.1 Parent/guardians must ensure that contact details are up to date. This is in the unlikely event of a medical emergency, building evacuation or other emergency situation. Pupils must be collected promptly at the end of a lesson. No child under 8 is permitted to be in the pool out with their swimming lesson and should always have a parent in the building.
- 7.2 Parents/Guardians must never distract the teacher during a lesson and should direct communication to the appropriate Swim Officer/Receptionist/Duty Manager.
- 7.3 If your child is unwell, we politely request that you do not bring them to their swimming lesson.
- 7.4 If your child has been ill with diarrhoea or a vomiting virus they should not attend their lesson. To protect others, they should not swim until it has completely cleared up and not contagious.
- 7.5 Parent/guardians will be responsible for monitoring the participant's physical condition throughout the programme and that should any unusual symptom(s) occur he/she must immediately refrain the participant from any further participation and inform the Swim Officer of the nature of the symptom(s) experienced
- 7.6 Parent/guardians will confirm that the participant is in good health and suitable to take part in the programme.
- 7.7 Parent/guardians are responsible for ensuring all details are disclosed accurately on the waiting list and at point of enrolment and will notify WD Leisure of any changes that have occurred.
- 7.8 Parent/Guardians and participant will comply with the rules relating to the use of all facilities.

8. Teaching Policies & Procedures

- 8.1 All WD Leisure Swimming Teachers are qualified and have current PVG disclosure checks.
- 8.2 We will use reasonable endeavours to provide your child with the same instructor for their

lesson, however, over the course of a year relief instructors will be used without prior notification.

- 8.3 We reserve the right to appoint a new teacher to a lesson at any time.
- 8.4 In the event that a teacher is away for a long period of time we will endeavour to keep the same cover teacher for the time period where possible.

9. Pupil progression

- 9.1 All pupils on the Learn to swim programme work towards the Scottish Swimming National Framework.
- 9.2 Swimming teachers continually assess all pupils progression throughout the term.
- 9.3 Progression of all pupils will be at the judgement of the swimming teacher and in accordance with the criteria of the Scottish Swimming learn to swim framework.
- 9.4 Pupils will be moved up to the next class when they meet the skills criteria required and if there is adequate room in the next stage for movement. Every effort will be made to find a suitable class. If in the unfortunate situation we are unable to offer a space, membership can be put on hold until a space is found.
- 9.5 Upon completion of a level, the parent/guardian will be notified by the Swim Officer or relevant Swimming Instructor explaining that your child is ready to move up to the next stage.
- 9.6 Due to the continuous progressive nature of our programme, and the variety of ability levels within each session, we cannot guarantee a specific time slot on progression, as a space within the next stage may not always be immediately available.

10. Swimming lesson dress code & hygiene

- 10.1 All children should wear appropriately fitting costumes/trunks and shorts specifically designed for swimming.
- 10.2 Long hair should be tied back and all jewellery should be removed.
- 10.3 We recommend all swimmers shower before and after their lesson.
- 10.4 We recommend that your child has goggles for all levels within the lesson programme.

11. Pool closure and cancelled swimming lessons

- 11.1 In the event of a pool closure we will make every attempt to contact our customers as soon as possible.
- 11.2 Please note, refunds will only be processed if a minimum of 45 weeks of lessons have not been provided by WD Leisure.