

Sue's Swim School Ltd: Terms & Conditions

Effective from 25 September 2026

These Terms & Conditions apply to bookings and renewals made on or after 25 September 2026.

By booking or renewing lessons with Sue's Swim School Ltd, you agree to the Terms & Conditions below.

1. Booking & Payment Terms

- All bookings and lesson payments are managed securely through Swimphony. Card payments are processed securely by Stripe.
- New swimmers must complete payment no later than 7 days before their first paid lesson, unless otherwise agreed.
- Existing swimmers are enrolled in 10-week blocks.
- If you have selected automatic enrolment and have a saved payment method, payment for your next block will normally be taken automatically during Week 10 of your current block.
- If you do not wish to continue into the next block, you must notify us by the end of Week 9. Please see Section 3.
- If you do not have a saved payment method, Swimphony will send a payment reminder when your next fees are due. Payment must be made by the due date shown.
- If payment is not received when due, your child's place may be released. We cannot guarantee that the same class, day, time or location will still be available if you subsequently wish to return.
- Parents are responsible for checking emails and payment reminders sent to the contact details registered on their account.

2. Class Structure & Progression

- Lessons are led by appropriately qualified swimming teachers, with teaching assistants or additional staff used where appropriate.
- Swimmers progress through our pathways according to their individual ability, confidence, skills and achievement of the relevant progression requirements.
- Progression is individual and cannot be guaranteed within a particular number of lessons or blocks.
- Where a swimmer is ready to progress, movement may also depend on a suitable space being available in the appropriate class.
- Progress, awards and badges can be viewed through the Members Page:
<https://suesswimschool.swimphony.io/member/login>
- The Members Page can also be accessed through www.suesswimschool.co.uk by selecting Swimmer Login.
- If you cannot find the information you require, please email swim@suesswimschool.co.uk.

3. Refunds & Cancellations

- Fees are paid to reserve a swimmer's place within a scheduled block of lessons.
- If you do not wish to continue into the next 10-week block, you must tell us between Week 1 and the end of Week 9 inclusive of your current block.
- Cancellation must be made by emailing swim@suessswimschool.co.uk.
- We will confirm your cancellation by email and your lessons will end at the end of the block already paid for, unless otherwise agreed.
- Once Week 10 begins, the cancellation period for the following block has passed and your place will normally have renewed. Where automatic payment is enabled, the next block payment may then be collected.
- If you cancel after the cancellation deadline, fees already paid are not automatically refundable. Sue's Swim School may retain an amount that reasonably reflects the direct loss caused by the late cancellation, including loss arising where a reserved place cannot reasonably be reallocated.
- Where a refund is legally due, the amount retained by Sue's Swim School will not exceed the reasonable loss resulting from the cancellation.
- If you choose not to attend lessons that remain available to you, this does not in itself create an entitlement to a refund, credit or replacement lesson.
- Where we agree that a swimmer should take a break, for example because it would be beneficial to wait until the child is older, we may place the remaining lesson value onto the swimmer's account as credit for future use. Unless specifically stated otherwise, these credits do not expire.
- Any refund, credit or other arrangement offered by Sue's Swim School where there is no legal or contractual entitlement to one is a discretionary goodwill gesture and does not create an entitlement in any other case.
- Nothing in these Terms limits the rights provided to consumers by law, including where a service has not been provided with reasonable care and skill or as agreed.

To check which week of the block you are currently in, please use the calendar on our website or the Members Page.

4. Cancelled Lessons by Sue's Swim School

If Sue's Swim School has to cancel a lesson, including because of pool closure, plant or facility issues, staffing, safety concerns, school-site restrictions or other circumstances affecting our ability to provide the lesson:

- You will not lose the value of that lesson.
- If the lesson has already been paid for, the full lesson value will normally be credited automatically to your account.
- The credit will be shown on the next invoice generated by Swimphony and applied against future lesson fees.
- Credits applied because we have cancelled a lesson do not expire while they remain available on your account.

- If you are due to leave Sue's Swim School and therefore will not receive another invoice, we will normally arrange an equivalent replacement lesson so that the credit can be used before your lessons finish.
- Where we are unable to provide an appropriate replacement within a reasonable time and without significant inconvenience, we will provide any alternative remedy required under applicable consumer law.

This means that when we cancel a lesson, you will not simply lose the money paid for that session.

5. Trial Sessions, Missed Lessons & Illness

Trial Sessions

- We offer a maximum of one free trial session per child, subject to availability.
- The free trial applies to one Sue's Swim School location only and cannot be repeated at different pools.

Lessons Missed by the Swimmer

- If a lesson is running as scheduled but the swimmer does not attend, the lesson cannot normally be refunded, credited, transferred or rescheduled.
- This includes absences because of holidays, other commitments or short-term illness.
- If Sue's Swim School cancels the lesson, Section 4 applies instead.

Illness

The health of swimmers, staff and other pool users must take priority.

- Children who are unwell should not attend swimming lessons.
- Anyone suffering from vomiting or diarrhoea must not swim.
- Swimmers must remain out of the pool for at least 48 hours after vomiting or diarrhoea symptoms have completely stopped.
- Anyone who has been diagnosed with *Cryptosporidium* must not swim for 14 days after diarrhoea has stopped, or for longer where advised by a healthcare professional or public-health authority.
- Parents must follow any longer exclusion period advised by a doctor, healthcare professional, public-health authority or pool operator.

We understand that missing a paid lesson because of illness can be frustrating. However, these exclusions are necessary to reduce the risk of infection and pool contamination. A lesson missed because of illness is treated as swimmer absence and is therefore not normally refundable, credited or rescheduled.

The 48-hour exclusion is consistent with current PWTAG and NHS guidance. PWTAG additionally specifies a 14-day exclusion following diarrhoea where *Cryptosporidium* has been diagnosed.

6. Waiting Lists & Class Allocation

- When a swimmer is ready to move to the next pathway, we will first try to offer an appropriate space at the same day, time and pool where possible.
- Where a suitable move is available within the existing timetable, parents may receive an automatic notification through Swimphony.
- If progression requires a different day, time or location, we will contact you with suitable available options.
- If you do not wish to accept the options available, your child may remain on the waiting list for another suitable space.
- Being ready to progress does not guarantee that an immediate space will be available.
- We provide periodic information about availability and waiting-list movement to help families consider alternative classes where appropriate.

7. Contact, Communication & Parent Responsibilities

- For lesson, booking, payment or account queries, please email swim@suessswimschool.co.uk.
- Lesson and progression information can be viewed through the Members Page: <https://suessswimschool.swimphony.io/member/login>
- Parents and carers are responsible for ensuring that the information held on their Swimphony account remains accurate and up to date.
- This includes email addresses, mobile telephone numbers and other contact information.
- Parents and carers are also responsible for ensuring that Sue's Swim School is informed of any relevant medical condition, allergy, additional need, medication or change in a swimmer's health that could affect their participation in swimming lessons or the way in which we should support them.
- Relevant information should be updated promptly through the appropriate account facilities or provided to us by email.
- Sue's Swim School cannot be responsible for communications not received because contact information supplied to us is incorrect or has not been updated.

8. Secure Payments & Data Protection

- Sue's Swim School does not store full payment card details.
- Payments are processed using Stripe through the Swimphony booking system.
- Where a payment method is saved for future payments, it is handled through the relevant secure payment systems.
- Personal information is handled in accordance with applicable UK data-protection law, including the UK GDPR and Data Protection Act 2018.
- Please refer to our Data Protection & GDPR Policy for further information about how personal information is collected, used and protected.

Nothing in these Terms & Conditions excludes or restricts any rights that cannot lawfully be excluded or restricted under UK consumer law.

By booking or renewing lessons with Sue's Swim School Ltd, you agree to these Terms & Conditions.

Reviewed September 2026