Aquatics Aberdeen – Membership Terms, Conditions & Customer Information

For full details of Sport Aberdeen's general **Direct Debit Terms & Conditions**, please visit: www.sportaberdeen.co.uk/sport-aberdeen/terms-conditions

1. Membership Commitment

- By enrolling in Aquatics Aberdeen swimming lessons, you are entering into a **minimum contract of four months**, except for Early Years classes, which have a one-month minimum contract.
- To **cancel your swimming lessons** after the minimum contract period, one calendar month's **written notice** is required from the renewal date (1st of each month).
- If you wish to cancel, please complete the **Coached Programmes Cancellation Form** to begin the process.

2. Booking and Administration

- Our Coached Programmes operate as a **continuous 50-week programme**, with a two-week break over Christmas. In addition, classes do not run on Good Friday, Easter Sunday and May Day.
- Details of class schedules and additional cancellation dates (e.g. galas or planned maintenance) are available on our website at Learn to Swim Member Information.
- It is the responsibility of the parent or adult participant to ensure Sport Aberdeen holds up-to-date contact details, particularly a current email address.
- If a swimmer is allocated to a class level deemed unsuitable, the team may recommend moving to an alternate class, temporarily freezing the membership, or cancelling it if no suitable option is available.
- Once payment has been made, refunds or credits will only be considered in exceptional circumstances — for example, where a participant experiences a significant illness or hospitalisation, supported by medical evidence. Approved credits will be applied as a discount on future course fees. Refunds or credits cannot be backdated beyond the date of notification. Requests must be made in writing to coachedprogrammes@sportaberdeen.co.uk , including a detailed explanation and supporting medical evidence where possible.

3. Class Cancellations by Sport Aberdeen

- Programmes operate 50 weeks per year, and your membership price entitles you to a minimum delivery of **46 classes**. This allows for one class cancellation per quarter without affecting your payment.
- If more than one cancellation occurs within a quarter, the value of any additional cancellations will be **credited against a future month's payment**.
- Advance notice of cancellations will be provided via email or text alert.
- As pool closures can occur unexpectedly, please always accompany your child into the pool building to confirm lessons are running. Ensure Sport Aberdeen has your current phone number and email address.
- In the event of severe weather, please check the Sport Aberdeen website and social media for updates.

4. General Behaviour and Standards

Clothing

- Appropriate swimwear must be worn:
    - Females: one-piece swimming suit
    - Males: trunks or swimming shorts above the knee
- Long hair must be tied back or covered with a swim cap.
- No jewellery or watches (except stud earrings).
- Goggles covering the nose are not permitted.
- Swimming nappies are required for all babies and toddlers who need them.
- Clothes and belongings must be stored in lockers during lessons — items left in cubicles may be removed to lost property.
- Venue staff are not responsible for personal belongings and items of value should not be brought to the venue wherever possible.

Behaviour

- Swimmers must behave respectfully and safely toward others.
- Disruptive or unsafe behaviour may result in removal from a lesson or from the programme entirely.

5. Supervision

- Early Years classes require one adult in the water with each child.

- Parents / guardians must accompany children into the facility to confirm lessons are running before leaving.
- Parents / guardians accompanying children under 8 years should use the changing room appropriate for the parent's gender; children 8 years and over must use the appropriate changing room for the child's gender.
- Parents / guardians of children under 8 must remain on-site or in the pool vicinity for the duration of the lesson.
- All siblings of participants must be supervised at all times.
- Parents / guardians must ensure they are on time to collect their child after lessons. Teachers are responsible for swimmers only during the lesson, not in changing rooms before or after.
- Parents of children under 8 years must be present in the changing room to meet their child as they finish their lesson.

6. Illness

- Swimmers must not attend if they have experienced sickness or diarrhoea within the past 48 hours.
- Absences do not need to be reported unless long-term, i.e. 3-weeks or longer.

7. Health & Safety

- Parents / guardians should not walk on poolside with their children (except for Early Years classes).
- Swimmers must walk — never run — on poolside.
- Arrive on poolside no more than 5 minutes before the lesson begins and enter the water only when instructed by the teacher.
- Keep all pool areas clear of obstacles for safety.
- Notify the Coached Programmes team of any medical conditions or additional needs that may be relevant to their participation in the class.

8. General Guidance

- Class times include welcome and registration.
- Spectators are welcome at certain pools but may be asked to leave if they are perceived to be detracting from class delivery.

- Photography, filming, and electronic devices are strictly prohibited in all pool areas and changing areas in line with Child Protection policies.
- For any questions, contact your Programme Coordinator or email coachedprogrammes@sportaberdeen.co.uk .