

GOSWIM DIRECT DEBIT TERMS AND CONDITIONS



GENERAL

A Parent/Guardian must remain in the leisure centre at **ALL** times for the duration of the lesson. An appropriate working relationship will be built with the participant/s based on mutual trust and respect.

By signing the form overleaf, consent is given to administer any urgent medical treatment to your child which is considered necessary by the medical authorities. Please make sure your child brings their medication (including asthma pump and epi pen) to their activity and inform a member of staff if required.

Lessons run for 50 weeks a year, with a 2 week break over Christmas, the direct debit is a pro rata of the 50 weeks. No refund will be given for cancellations. We will endeavour to ensure class cancellations do not happen, however sometimes this is beyond our control. All Activities/Lessons are non-refundable.

Members will only be able to attend swimming lessons provided their membership is current and fully paid up.

DISCOUNTS

Customers with a valid direct debit membership will be able to access additional benefits which include 10% off swim sale stock, free public swimming and a £1 reduction to Go Play entry for the child enrolled on the course. Medals and all other certificates will be included in the monthly direct debit price. Any loss of certificate or medal will be replaced at full price.

Sibling discount is available for families with more than one child enrolled in the Nofio Swim Academy. For existing customers, please see a member of the customer service team to discuss how to apply the discount. For the discount to apply you must ensure that all children's accounts are linked through the online home portal. We reserve the right to revoke this discount if the conditions above are not met.

CANCELLATION

To cancel your membership, please attend Pontypool Active Living Centre or Cwmbran Stadium to complete the cancellation process with a member of our team. If you are unable to attend the centre, alternative cancellation processes can be discussed with our team by emailing goswim@torfaenleisuretrust.co.uk. Cancellations received after the 15th will be subject to the collection of the following months payment.

Cancellation of the direct debit without prior notice to Torfaen Leisure Trust, will result in the loss of your child's

swimming lesson space. Action will be taken to recover the full balance owing for any outstanding amounts, where the cancellation policy has not been followed.

Nofio Swim Academy memberships can be frozen on medical grounds, only when accompanied by a letter from your doctor. If you need to discuss freezing your child's lessons, please contact goswim@torfaenleisuretrust.co.uk

DATA PROTECTION

Details about how we manage your data can be found in our Privacy Notice, which can be found online at torfaenleisuretrust.com

Torfaen Leisure Trust will process the information provided on the application form for the purposes of setting up your membership in accordance with the general principles of the Data Protection Act 2018.

By joining Torfaen Leisure Trust you are agreeing to the sharing of data with Swim Wales. We will not share your information with any other third parties.

VALUABLES AND LIABILITY

All personal belongings are to be secured in one of the lockers provided or kept on your person. Property must not be left in the cubicles whilst your child is swimming. In the absence of any negligence or breach of any other legal duty, TLT shall not be responsible for, or liable to the member for any loss or damage to a member's possessions which are not locked into one of the lockers provided. The member will not place any combination of items worth more than £100 into a locker. It is the member's responsibility to check that the locker is properly locked and secure before leaving their possessions in it.

LESSON IN THE MEDIUM OF WELSH

In the event of Teacher absence, we will endeavour to provide a cover Teacher who is fluent in the Welsh language but on some occasions, this may not be possible. The lesson will still run, however, with an English-speaking instructor.

The terms and conditions of use should not be regarded as exhaustive, and Torfaen Leisure Trust reserves the right to amend such terms and conditions from time to time as reasonable. A copy of our current terms and conditions can be found on our website torfaenleisuretrust.co.uk