

General:

At Swim in a Tin we pride ourselves on delivering outstanding coaching in exceptional facilities. We want to give all our swimmers and their families a great experience. However, we can only do that with the help and support of all visitors, swimmers and their friends and families. We therefore have some rules that we expect everyone to follow. We expect everyone to abide by these terms. In the extremely unlikely event the rules are broken, then we will ask you to leave Swim in a Tin. Should this happen, we will not offer a refund for any remaining lessons or Pay as You Swim sessions.

Children:

Swim in a Tin is located on a busy commercial site and given that we do have a swimming pool, the environment has some dangers. To ensure children are kept safe, children must be accompanied by an adult whenever they are on the Squab Hall site. You must be responsible for your children at all times (except during a lesson where the child will be accompanied by their Coach). You must inform the Coach prior to the lesson of any concerns you may have. You must accept that at times there will be physical contact between the Coach and your child, which will take place in a professional, caring manner. All our Coaches are DBS checked.

Entering the Pool:

Swimmers should not enter the pool until the Coach or Reception staff say that it is safe to do so. You should inform the Coach of any health issues that may be relevant. In addition, all swimmers must complete a medical questionnaire before swimming (further details in the Medical Conditions section below).

Cancellations, Refunds & lesson credits:

General

No refunds will be offered in the case of circumstances outside the control of Swim in a Tin, such as Government lockdowns, anything related to Covid-19, , and 'act of god' as deemed to be contractually outside of Swim in a Tin's control. In the event of adverse weather conditions, power interruptions, a credit will be issued and a session may be rebooked. The credit will be valid for 3 months from date of issue.

Communication:

To improve communication, we will add your email address to an email distribution list. This will be used for communicating information on hours, access codes, new term times and any other relevant information. We may use a SMS Text service for urgent messages.

If you do not want to receive any communication from us, then please contact us at splash@swiminatin.com.

Courses

In the event a Client is unable to attend lessons due to sickness or holiday, Swim in a Tin is unable to refund lesson fees as fees secure the length of term agreed at the time of booking – typically this is a half term of 6 weeks.

Pay as you Swim

If you are unable to attend a 'Pay as you Swim' session, please notify us as soon as possible at Splash@Swiminatin.com or by calling 01926 674055. Refunds will not be available if the session is cancelled or rescheduled within 72 hours of the booking..

Rescheduling

We are a small business however we understand that sometimes there will be a need to reschedule sessions. Where possible (not within 72 hours of the session), and where there is availability, we will make changes at no charge to you.

Exceptional Circumstances

In exceptional circumstances, for example when a swimmer has a broken limb, the client may be given the option of carrying lessons over to a later date if lesson availability allows. In such cases, each request will be considered individually.

Lesson Prices

At Swim in a Tin the terms are approximately 6 weeks in duration and will coincide with Warwickshire School term holidays. When a class is booked, full payment is requested to secure the place for that term. Classes may be joined at ANY point in the term (and clients pay for the classes remaining). Once payment is received there are no refunds given irrespective of the reason. No discounts are offered for siblings as the prices are highly competitive. Payment must be made before a session.

Course Re-booking

You will be asked during the term (typically mid-way) if you wish to continue with lessons for the following term. Your place will be held for two weeks to allow you time to renew before it is reallocated. We do have a waiting list and unfortunately if you do not renew we will offer the place to others on a "first come first served" basis.

Lesson Changes

In the event of a Coach being absent for a lesson, then Swim in a Tin is within its rights to change the instructor to make sure that the lesson is covered. In this instance, no refunds will be provided.

In the unlikely event of a “last-minute” lesson time change, or cancellation we will endeavour to notify you via SMS and email as soon as possible. It is therefore important that you ensure that we have the most up to date contact details.

If we have to cancel or change lessons we will always try to reschedule lessons that have not occurred and where we are unable to do this, we will issue a refund.

Pool Closures

In the unlikely event of the pool not being available for use due to technical difficulties, access or health and safety issues, then the team at Swim in a Tin will follow these steps:

1. We will contact you using the details that you have provided.
2. Where possible, we will reschedule the lessons. This may be at a different time and will be subject to the availability of the pool.
3. If the pool is unavailable for more than one week for reasons outside of our control (eg. snow, pandemic lockdowns) we will use reasonable endeavours to provide the lessons at a future date.
4. In these circumstances if we are unable to reschedule we will refund any payments made.

Your behaviour

While many of these points are common sense for our swimmers and their families or if you are new to swimming in a pool in a shipping container, a gentle reminder may be useful:

- Swimmers should not run anywhere inside the Tin – this is a small space, and the floors may be wet. All loose-fitting or sharp jewellery should be removed. To help keep the pool clean, we ask you to shower before swimming, tie back long hair and wear a swimming hat.
- You should not drink alcohol / take drugs prior to the lesson nor eat or chew gum during the lesson.
- You must follow pool procedures that we provided when we confirmed details of your session, and as displayed around the swimming area.
- You should arrive no more than 15 minutes before the lesson and leave no more than 15 minutes after the lesson to help reduce the risk of changing room congestion. Once you are changed, all clothing etc should be stored in the lockers outside of the changing rooms for security, please bring the locker key to poolside with you.

- All swimmers must shower poolside before getting into the pool. All plasters and hair clips must be removed before swimming in case they come off in the water and then cause damage to pool filters. No make-up or body lotions to be used as these significantly deteriorate pool water quality.
- All swimmers / pool users are required to wear a swimming cap.
- No outdoor footwear is allowed poolside.
- Smoking is strictly forbidden within the Tin.
- If at any point you begin to feel unwell whilst swimming, you **must** leave the pool immediately.
- Abuse to any member of staff either verbal or physical will not be tolerated and will lead to the immediate cancellation of lessons.
- You must follow the instructions provided to you regarding car parking, entry and exit route to the site.
- Swim in a Tin cannot be held responsible for any consequential loss or damage to your vehicle or property whilst in the Squab Hall grounds.
- Please inform a member of staff if there are any problems and we will endeavour to resolve.

Photography

We are very fortunate to have a private pool space and therefore if you wish to take photographs of your children while they are in the pool, then this is at your discretion. We request that you do not take any photos or video footage without consulting the Coach first.

Photography of other individuals at Swim in a Tin or of other children is not permitted at any time.

You will be asked to sign a consent form for you or your child to appear in any photographs or video taken by our authorised photographers and shared on social media or for marketing.

CCTV

We have a CCTV camera installed in the pool area which is solely for the safety of our swimmers. This is a live stream and enables the monitoring of the pool when swimmers are on their own. There is no recording of information.

Data Privacy

Swim in a Tin store personal information including names, addresses, dates of birth, contact details and medical questionnaire details and is covered by the General Data Protection Regulation (GDPR). We do not keep financial details. For more information, please read our privacy policy which can be found at <https://www.swiminatin.com/privacy-policy/>.

Lost Property

All property left in changing rooms or on poolside is left entirely at your own risk. Unfortunately, we cannot accept any responsibility for the loss of or damage to any personal possessions. Left items that are recovered will be held by the reception team. On a quarterly basis we will review the contents of the lost property and, where appropriate, will either donate to charity or dispose of left items.

Medical Conditions

You must complete a medical declaration and make us aware prior to swimming of any existing medical conditions that you or your child may have that could compromise safety in the water. If there are any changes in your or your child's medical conditions, then you must update us.

To protect other swimmers if you have experienced diarrhoea, vomiting or any other communicable illness within the 48 hours prior to your swim, that you do not join a session. We will endeavour to reschedule your session in this instance.

All medical information will be held in strictest confidence. While we will always endeavour to ensure that you or your child can swim, there may be instances (e.g. access to the pool) where we are unable to support you. It is therefore at our discretion to accept or refuse a request to join a session.

If at any point you begin to feel unwell whilst swimming, you **must** leave the pool immediately.

Safeguarding Policy & Procedures

We follow Swim England's [Wavepower Child Safeguarding policy & procedures](#).

Changes to Terms and Conditions

From time to time we may update these terms and conditions. When we do so, these will be published on the Swim in a Tin website: <https://www.swiminatin.com>. If you are not happy to accept the changes, then please notify us within 14 days otherwise we will deem that you have accepted the changes.