

## **Waves Swim Programme**

### **Terms and Conditions**



All pupils will be issued with a Waves membership for the purpose of managing their enrolment and direct debit payment for the programme.

The membership will be automatically cancelled on the 30 June at the end of the programme, unless cancelled by the member at an earlier time.

#### **Paying by Direct Debit**

Waves memberships for payment by direct debit are:

Waves Junior DD

Waves Adult DD

Waves Adult 30 DD

For children, the payment will be through a membership account held by their parent/guardian. This can be through an existing centre membership e.g. Fitness, or a Waves Pupil Contact membership for non-members. The Waves Pupil Contact membership is free of charge and for the sole purpose of managing swimming lesson payments and accessing the Home Portal.

For payment by Direct Debit the first payment will be by cash, allowing immediate start on the course. Payments thereafter will be monthly through the bank on the 1st working day of each month.

Direct Debit payments will continue to be taken every month until 30 June at the end of the current programme.

Waves memberships will end on 30 June of each year.

To stop a Waves Swim Programme enrolment 30 days' notice must be given for the complex to cancel your Direct Debit payment.

Enrolment is for a full course of 10 weeks and therefore the whole amount, equivalent to the cash payment, is due. For Direct Debit members who cancel their membership before the end of the course, the final Direct Debit payment will be adjusted to account for this. Any member who has not cleared their account will remain in default and will be unable to take out further memberships of any type until the debt has been cleared.

Notice must be given to the complex using the Change of Status form available from reception or by email to the complex, [ardslc@ardsandnorthdown.gov.uk](mailto:ardslc@ardsandnorthdown.gov.uk), providing the name, address and membership number of the pupil.

It is your responsibility to cancel the Direct Debit instruction with your bank.

Members whose Direct Debit payment is returned unpaid will have their Waves membership suspended. An email will be sent to advise that payment has failed. The pupil will be allowed to attend two lessons while the membership is suspended but will not be permitted to lessons on the third occasion and will be cancelled off the programme.

#### **Paying by Cash**

Waves membership for payment by cash are:

Waves Junior Cash

Waves Adult Cash

Waves Adult 30 Cash

Payment by cash will be for the total cost of the course. The payment will provide credits for each week of the course.

In the final 3 weeks of the course an email will be sent out to the parent/guardian to inform them that credits need to be topped up in order to continue to the next course. Failure to top up credits by the penultimate lesson will result in loss of place on the next course.

Cash payers can top up at reception or by telephoning the complex.

Refunds are not available on any Waves membership including where the member chooses not to attend lessons.

#### Home Portal

Parent/guardians can register to open an account on the Home Portal which will allow them to monitor their child/children's progress.

To use the Home Portal the parent/guardian must have a membership to which the child/children must be linked.

Free swimming will be available on all live Waves memberships. Free swims are only available during normal public swimming sessions. Where the pupil is 4 years old or under, one parent/guardian may swim for free when accompanied by the child and must have the child's membership card swiped at reception. All free swims are subject to the normal terms and conditions of swimming as set out in the Admissions Policy.

Swimmers wear goggles at their own discretion but must bring their own goggles when choosing to wear them.

Appropriate swimwear for active swimming should be worn.

Long hair must be tied back.

Loose jewelry should not be worn and it is recommended that fitness watches are not worn as they may be damaged or cause damage to another swimmer.

Please ensure young children have visited the toilet before their lesson as teachers are unable to take them to the toilet during lessons.

#### Spectating

Toddler Wave lessons – parents may stay poolside in the spectator area.

Ripples lessons - in the interest of pupils' progress, parents/guardians are only allowed on poolside for 15 minutes in the first and last weeks of lessons. Parents/guardians must remain in the complex during the lesson in the event of an emergency.

Pupils should not attend lessons if they have had vomiting or diarrhoea in the last 24 hours.

#### Pool Changing

Pool changing is located in the Aqua Zone.

For lessons taking place in the Minor Pool changing is in the blue zone, located immediately left when entering the Aqua Zone. Access to the Minor Pool is from this area.

For lessons taking place in the Main Pool changing is in the purple and green zones with access to the Main Pool via the yellow showers.

**Lockers** - lockers are operated using £1 coin, which is refunded.

**Buggies/push chairs** should not be brought on to the poolside at any time. Lockers are available in the changing zones for storing buggies and push chairs.

For our computer records your photograph will be taken when you apply.

The membership card remains the property of Ards and North Down Borough Council. Your card is valuable, please report loss or theft of your card immediately. A fee will be charged for replacement cards.

Memberships are non-refundable and will be suspended without refund if misused.

Ards and North Down Borough Council reserves the right to alter or cancel lessons and if necessary close the pools. Refunds and other payment adjustments will be made in the event of this happening.

Ards and North Down Borough Council reserves the right to refuse an application for membership up to the point of entering the membership on the management system.