

Terms and Conditions & FAQ

Terms and Conditions Special Circumstances

Parents are to **STRICTLY** observe Government guidelines on infectious diseases such as coronavirus, flu, Ebola, etc. . If you have travelled to an affected country you are required to observe the quarantine procedures without exception. Up to date information can be found here

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Watsons' Waders Baby Swimming Terms and Conditions

Classes must be booked and paid for before the first session. Payments are due every 10 weeks and I guarantee you your place in the class every week for that term. Term dates are on the Watsons' Waders Baby Swimming Facebook Page

Booking system

The current term's participants are offered an exclusive right to renew for the next term of classes for 24 hours. After this, remaining places are available to the families on our waiting list.

Places are offered on a first come, first served basis. To secure a place in a class, please place your booking online and pay at time of booking.

Once the place is secured I will e-mail you to confirm your place.

Refunds policy

Refunds are available if you withdraw from class in the following cases:

- If you inform me by phone or by e-mail to louisewatson@watsonswaders.co.uk after your first class, but before your second. In that circumstance, I will offer a refund for the remainder of term, minus the class you have attended.
- If you withdraw from classes before the term has started, I will refund you in full.
- After the first week, it will not be possible to offer a refund for the remainder of term.
- If you are unable to attend due to illness (including suspected Covid-19, or being asked to self-isolate by NHS Test & Trace) you cannot be refunded due to business costs.
- If your class is cancelled due to local lockdown (or similar situation beyond our control) you will be refunded for the rest of the term.

Attending classes

If you are unable to attend your booked class on a regular basis, please talk to me about it. It **MAY** be possible for you to transfer to a different class.

Can I carry over money from missed classes to the next term?

Sorry, you can't do this, due to small class sizes and business costs however, if a replacement is found for you mid-term then a refund for the remaining classes will be

issued.

Spectators

As there are limited number of chairs at the pool, I need to ask for any additional family members/helpers to stay outside of the pool area during the lesson. Of course, they are welcome to come and aid changing etc before and after the lesson. The Hotel welcomes anyone wanting a drink to use their indoor and outdoor facilities.

What you need to wear for your first class:

Please can you make sure that your baby has a swimming costume/swim pants, additionally they need a disposable swim nappy on underneath which can be bought from most supermarkets in their nappy section. Please always ask me if you ever forget any nappies as I stock spares at the pool. If your baby is under one then they will need a neoprene baby swim vest to keep them warm. The water temperature is kept between 30 and 31.5 degrees although the air temperature can fluctuate. If your child is in the pre-school class, this is the time to investigate goggles. Please remember your towel and a changing mat for your baby.

Children's behaviour in class

I hope your baby will enjoy class and be thoroughly engaged with the teacher and the other children. As each baby reaches a new stage in their development they may want to engage in the classes differently, the format and content of my lessons has been specifically designed to aid water confidence and movement essential for the development of swimming, whilst taking into account the fact that babies are happier and learn faster through child led activities. Baby swimming is something we do with our babies, it is very important to me that your baby is a happy water confident baby who progresses at their own pace.

Complaints procedure

I really hope that you will be delighted with your experience of Watsons' Waders Baby Swimming. I am absolutely committed to you finding that your class meets or exceeds your expectations and that you enjoy your classes enough to recommend Watsons' Waders Baby Swimming to all of your friends!

However, sometimes things might go wrong and I would like to hear about it. Please do get in touch if you have a complaint or concern (or compliment!). I will always do my best to resolve any problems as quickly as possible and to everyone's satisfaction. If there is any aspect of the course/classes that you are unsure about, please don't be too shy to ask!

Contact me: • Louise Watson, Tel. [07825511153](tel:07825511153)

Disclaimer:

For Health and Safety purposes we are required to inform you of the following:

By enrolling in the Watsons' Waders Baby Swimming Parent and Baby classes you are agreeing to assume responsibility for overseeing the safety of your child in class.

Although we try our best to provide a safe environment, we do not assume liability for the health and safety of you or your family.

Watsons' Waders is committed to protecting your privacy. Louise Watson on behalf of Watsons' Waders acts as Data Controller and Processor; Russell Harrison on behalf of Zebranet acts as Data Controller for Watsons' Waders. Both Watsons' Waders and Zebranet are registered with the ICO.

Watsons' Waders may collect data so that we can respond to your messages, understand your needs and offer you the right class or product. We do this through various means: our website enquiry form, emails, taster sessions, Facebook messages and comments, texts and phone calls.

So if you ask us to contact you, we will do so with relevant information at the relevant times by email or phone.

Zebranet collects data through the BookMyClass registration process when you book on to one of our classes. Watsons' Waders will use this data to ensure you are in the correct class as well as to contact you with relevant information. Contact will be via email primarily but also occasionally through phone and/or text if the information is more urgent. Our communication will be about your agreed class. This could include: booking notice, payment reminder, booking confirmation, venue information, handouts about the class content, notice of cancellations or delays, ordering and fulfilling orders of resources and rebooking for future Watsons' Waders Baby Swimming courses.

When you finish your term/terms with Watsons' Waders Baby Swimming courses, correspondence will largely cease.

We will always ask for your consent before adding you to our contact database (consent will be part of your booking process). With consent, we may periodically send promotional emails about fundraising, new products, special offers or other information which we think you may find interesting using the email address which you have provided. With consent, we may contact you by email very occasionally to ask for support in awards/competitions. Watsons' Waders Baby Swimming will keep your data for 7 years unless you specifically request it to be removed from our systems and Zebranet.

Watsons' Waders will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You have rights relating to our storage and use of your personal data including:

- The right to be forgotten – where you can ask us to delete all personal data relating to you.**
- The right to object – you can say no to certain data use such as profiling for marketing purposes.**
- The right to rectification – you can ask us to have incomplete data completed.**
- The right of access – you have the right to know what data is being processed and how.**

Please request any of the above in writing to Louise Watson, Watsons' Waders, 13 Briar Bank, Cockermouth, West Cumbria CA13 9DL.

You also have the right to raise a complaint with the ICO if you are unhappy with the way we have collected, stored or used your personal data.

Please inform us of any changes to your contact information so we can keep our records up to date. If at any point, you prefer not to receive any further e-mails, please let me know via the Enquiry Button.

Payment is made via debit/credit card at time of booking unless otherwise agreed with Louise Watson.

Tiny Baby Tarns is for 3 – 6 month olds

Baby Tarns is for 6 – 12 month olds

L'al Tarns is for 13 months – 2 year olds

Toddler Tarns is for 2 – 3 year olds.

Pre-School Tarns is for 3 – 5 year olds.

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