

Poolside Course Bookings Terms and Conditions

1. Transfers

Should circumstances mean that you need to transfer to another course, the following charges will apply dependant on the notice given:

- First transfer, made more than four weeks prior to the course start date – no charge
- Two to four weeks' notice given – 25% of the course fee
- Less than two weeks' notice given – 50% of the course fee

All transfers must be taken within a period of six months.

2. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of the cancellation, the following charges will apply:

- More than four weeks prior to the course start date – no charge
- Two to four weeks prior to the course – 50% of the course fee
- Less than two weeks prior to the course – full fee

Cancellations must be made in writing by post or email and received by the due date.

3. Non-Attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable and non-refundable.

4. Late Arrivals/Missed Sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skills in the time remaining. In all such cases, the full course fee remains payable. To conform with the qualification requirements for statutory certificates, attendance at all sessions is mandatory.

5. Referred Assessment

If you have not been successful in your assessment we can arrange a reassessment within the guided parameters conforming to the RLSS requirements. This will be charged at the fee of £20.00 for the first referral. Should a second referral or more be required, this will be charged at the fee of £40.00 (to cover paperwork and accessor fees).

6. Certification

Certificates are provided for successful completion of training/assessment as appropriate and are supplied only following full settlement of course fees.

7. Unforeseen Circumstances

On occasions, unforeseen circumstances may require us to cancel a course. In such circumstance, you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.