Barracuda Swimming Ltd

Terms and Conditions

Personal details: All booking information is secure and will remain private, where necessary for the swimmer's safety or progress in their lesson, information can be shared with the swimming teacher. The parent or guardian of each swimmer is required to update Barracuda Swimming Ltd (***Barracuda***) of any change in personal information. All medical records and treatments relevant to swimming must be communicated to ***Barracuda*** in writing.

Data Protection: ***Barracuda*** will use and retain information provided to us by anyone who enquires about classes and a course at any of our venues. We shall only use this information to inform our placement of swimmers on a course. This data is kept securely, it is shared with our software provider **Swimsoft**, who store this data on secure servers, it is not shared with any other 3rd party companies or groups. Any details which we collect, hold or use will be done so in accordance with the General Data Protection Regulation (GDPR), ***Barracuda*** is registered with the **Information Commissioner's Office.**

Classes: Parents/guardians will be informed of day and time your class commences before the start of term. The time stated is when the class starts, please ensure you arrive in plenty of time to change. Class sizes are determined by the ability of the swimmers. ***Barracuda*** reserve the right to merge or cancel classes.

Teachers: ***Barracuda*** reserve the right to change teachers, at all times during the course, but will endeavour to keep any changes to a minimum.

Assessments: Where possible assessments are carried out before a swimmer commences a course with a free trial lesson. Where this is not possible parents/guardians will be asked to pick an approximate level from the criteria specified to them by ***Barracuda***. The result of the assessment forms the basis of the class the swimmers are then placed in and which ***Barracuda*** judges to best fit the swimmers ability. Swimmers will be assessed continually over the duration of a course and will be moved to a different class where ***Barracuda*** decides their progress will be better suited.

Continual Assessment: Swimmers' progress is recorded by the swimmer's teacher on **Swimsoft**, you can request a progress report at any time, a regular report is run by the ***Barracuda*** admin to check for Stage passes and you will be notified by email when a Stage is passed with the option of buying the award if you wish to do so.

Rebooking: Rebooking takes place from the last 4 weeks of each term. All swimmers currently enrolled on a course have priority to rebook those places. After the closing date places that have not been booked will be offered out to those on the waiting list.

Day/time changes: Please email your request to info@barracudaswimming.co.uk or via the messaging service in the Client Hub.

Confirmation of places offered: Places can be reserved but are not confirmed until payment is received for any course. If the course starts before payment is received ***Barracuda*** reserve the right to allocate the place to someone else.

Payment: From November 2026 payment for lessons will be taken by Direct Debit, you will be sent a GoCardless link to authorise payment. Classes cannot be booked unless you have signed up for payments to be taken by Direct Debit. Payment is taken 6 times a year (every half-term), the payment date will be a minimum of 1 week before the start of the term. You will receive a notification from us about the class details that you are booking and the cost and this and this will be followed by an email from GoCardless 3 days before payment is taken. You can cancel your Direct Debit before payment is taken. Once payment has been taken you are booked for the next term and no refunds can be made.

Difficulties with payment: We recognise that there may be some personal circumstances that could prevent collection by Direct Debit. Please contact us if you are having a problem, we may be able to make an alternative arrangement. Alternative payment schemes will be subject to an admin fee of £1 per lesson and a £5 late payment charge.

Refund policy: Places cancelled before the Direct Debit collection date will mean that no payment is taken for the following term. Once a term has started no refunds will be given, but in cases of hardship or extreme circumstances refunds may be authorised at the discretion of ***Barracuda.***

Any request for refund should explain the reason for the request, a change to an alternative swim provider or a change of mind will not be sufficient reasons, but you can cancel your place for the following term by cancelling your Direct Debit. Requests should include the bank details that you wish the refund to be made to and should be emailed to info@barracudaswimming.co.uk or via the messaging service in the Client Hub. Any refunds will be issued by bank transfer up to 30 days after agreement, there will be a deduction for of £5 for Direct Debit charges and admin costs.

In the event a swimmer is unable to attend due to holiday or sickness – including the need to self-isolate for any reason, we are unable to offer refunds – as your booking holds your place for the full term.

Longer term absence, for example in the case of serious illness, such as hospitalisation or limb fracture, circumstances will be considered on a case-by-case basis. At the discretion of ***Barracuda*** a credit can be applied to your account for lessons already paid for to be used on return for the next course, this is dependent on availability of spaces.

Lessons cancelled by ***Barracuda***: In the event that ***Barracuda*** has to cancel a class ***Barracuda*** will inform all those due to attend as soon as possible. The lesson will be rearranged at another time if practically possible i.e. half term or an additional class at the end of term.

Barracuda do not issue refunds if swimmers are unable to attend a session that has been rescheduled to another date.

Force Majeure: Should ***Barracuda*** be prevented from executing its obligations by force majeure, not limited to but including, exceptional weather conditions, flood, fire, war, terrorism, industrial action, disruption to mechanical, electrical or water supplies, acts of God, closures or restricted access by the host pool such as but not limited to events or circumstances including government, governing sports body or local council health advice and interpreted by ***Barracuda*** as legislation, compliance with any law or governmental rule, regulation/direction, riot, civil commotion, malicious damage, accident, plant failure any unforeseen circumstances which are unavoidable ***Barracuda*** will notify the client as soon as practically possible setting out the reasons for its inability to execute in full or the need to delay the execution of all or part of the contract. In such circumstances ***Barracuda*** shall not be deemed to be in breach of this contract and conditions. In such circumstances no refunds will be given.

Should the force majeure event prevent ***Barracuda*** from providing any of the services for more than 90 days, ***Barracuda*** may, without limiting its other rights or remedies, have the right to terminate this agreement immediately by giving written notice via email.

Course etiquette and supervision:

Parents, guardians and swimmers should remove your outside shoes as soon as you enter the pool building, you may bring poolside footwear like flipflops, sliders or Croc-style shoes to wear on poolside. Swimmers should remove any jewellery and watches before your lesson.

Swimmers should not enter the water until they are invited to do so by the teacher.

As part of the teaching process and for safety, it is essential that teachers will have physical contact with children, particularly those at the lower levels who may need some physical support.

All teachers and assistants adhere to the best practice guidelines from Swim England. Parents and guardians acknowledge and accept such contact is required.

Swim teachers will only register attendance on poolside. ***Barracuda*** Swim teachers will not accept the responsibility or guardianship of a swimmer until they are registered.

Parents and guardians are responsible for supervising their children until their charges are registered.

Barracuda swim teachers do not accept any responsibility to supervise swimmers in the changing rooms or guiding them to or from the changing rooms.

Children under 8 must be accompanied into the changing rooms. Children under 8 should; use the changing room of the gender of the guardian accompanying them.

Parents and guardians must remain at, or near, the pool during the class for children under 8, in the event of an emergency please speak to a member of the ***Barracuda*** team if you have to leave the pool venue.

Swimmers should wear appropriate swim wear.

Pre-school classes: non-toilet trained swimmers should wear a special swim nappy with swim pants over it. We recommend Huggies swim nappies (sold in all major supermarkets) and a “Happy Nappy”. A “Happy Nappy” is made of neoprene, the material used for making wetsuits and 4should be worn over the Huggies nappy. This double layer of protection ensures that if a small child experiences a little “accident” in the pool, it will be contained and we will not have to cancel lessons for everyone else.

We are happy to provide guidance and give advice about purchasing suitable and practical swimwear and accessories if required.

Long hair must be tied up, or a swim hat worn.

Medical conditions must be reported and action taken by the swimmer/guardian to protect other swimmers.

Verrucas: Most enlightened associations and professional bodies believe the exclusion of children with plantar warts from barefoot activities - such as swimming, physical education, dancing or communal showering - is no longer justified. The use of devices, such as plastic socks, to protect the feet should be discouraged. As with elasticated knee bandages, the socks have limited value other than of attracting attention. The use of a waterproof plaster is sufficient.

Please see the Swim Egland and British Swimming advice:

https://www.swimming.org/learntoswim/swimming-and-verrucas-the-facts/

https://www.britishswimming.org/members-resources/athletes-and-parents/understanding-verrucas/

Parents and guardians are requested:

1. Not to speak to your child during a lesson. Distracting a child can disrupt the whole class.
2. Not to use mobile phones or cameras whilst on poolside. Mobile phones should be turned to silent.
3. Not to communicate or distract the swim teachers during a lesson. Please contact the poolside manager or admin officer if you wish to speak with a teacher, this may have to be organised for a future lesson.
4. Not to allow a swimmer to consume sweet drinks or any food for up to an hour prior to entering the water. Swimming is an active sport and can occasionally cause upset stomachs. Any sickness is likely to cause closure of the pool and cancellation of swimming

lessons. **Please do not bring your child swimming if they have suffered sickness and/or diarrhoea up to 48 hours before the lesson.**

Barracuda is not a competitive club, but we have a training hub for our more advanced swimmers where they can train several times a week and swim all year round. We aim to teach swimming to all ages and abilities and to improve stamina and technique for advanced swimmers or those competing with a swimming club.

Child Safeguarding

While we take every precaution to ensure the environment is safe and that the teaching and coaching methods used are safe we have to consider the action and behaviour of swimmers and any possible impact on other swimmers. ***Barracuda*** reserve the right to remove from a single class or course anyone whose behaviour is considered potentially hazardous, disruptive or damaging to other swimmers

If you or your child has any concerns regarding the welfare or safeguarding of a swimmer or other young or vulnerable person, please advise our designated Welfare Officer Kathy Lye, if you would prefer to contact somebody independent of ***Barracuda*** please use the following link to contact the Swim England safeguarding team:

https://www.swimming.org/swimengland/safeguarding-contacts/

Amendments to Terms & Conditions

Barracuda reserves the right to amend its Terms & Conditions and associated documentation at any time. Up-to-date Terms & Conditions are available on our website.