

First Swim Terms & Conditions

[1] AGREEMENT

- Your agreement with First Swim exists for the duration of the 10 week term for baby & toddler swim classes or for our Paediatric First Aid courses.
- An agreement is created where you accept the booking T&C's, our Code of Conduct and our Assumption of Risk Liability.
- The agreement will be cancelled with no refund offered if any of the information provided was found to be false.

[2] CHANGES TO BOOKINGS

- First Swim reserves the right to cancel or move a confirmed booking in the event of a booking error by the company.
- Every effort will be made to place you on an alternate date and if this is not possible we will offer you a full refund.

[3] CLASS MOVES & MISSED CLASSES

- We do not offer class moves after week 2 of the swim term
- We do not offer refunds or credit for any missed lessons

[4] CANCELLATIONS & REFUNDS

- Cancellation requests must be submitted by email to info@firstswim.ie
- Right to cancel under the European Union (Consumer Information, Cancellation, and Other rights) Regulations 2013 does not apply to First Swim
- FULL REFUND: You may cancel your booking within 7 days of your purchase to receive a full refund if there are 14 or more days to the start of your swim class
- 50% REFUND: You may cancel your booking with 7 or more days to the start of your class to receive a 50% refund
- NO REFUND: You may cancel your booking with less than 7 days to the start of your course, however no refund or credit will be offered
- NO REFUND: You may cancel your booking after your term has started, however no refund or credit will be offered
- Refunds takes 5-7 working days. Please note refunds may take up to 30 days

[5] ABANDONED CLASS

- A catch-up class will be offered if less than half of the class time has elapsed.
- No catch-up class will be offered if more than half of the class time has elapsed.

[6] CATCH-UP CLASS POLICY

- Each booking has 2 offered catch-up classes per term
- Catch-ups can only be offered on existing classes where there is space
- Catch-up classes can only be offered in classes at the same level or lower
- Failure to attend a catch-up classes will count as one of your 2 for that term
- Cancelling a catch-up class on the day will count as one of your 2 for that term
- Catch-up classes cannot be rolled over into a new term
- Midweek classes can catch-up on the weekend for an additional fee

[7] CANCELLED CLASSES

If a lesson is cancelled we will offer you credit for the value of that lesson, provide a replacement lesson or offer you a refund

[8] NO SHOWS FOR CLASSES

- No-shows will not qualify for a catch-up class and you will be marked as absent
- You must notify us before the start of your scheduled class time if you plan not to attend

[9] LATE ARRIVALS

Guests arriving more than 5 minutes after the start time of the swim class will not be allowed access to the pool

[10] MINIMUM CLASS NUMBERS

We require a minimum of 4 persons on any class to ensure that class goes ahead

[11] DEFERRALS

- An admin fee of €50 is applied to all deferral requests
- Credit for remaining classes is applied to your account less this admin fee

[12] TERM ATTENDANCE

- Only those with a 50% or more attendance during the current term will be offered a space on the next level re-enrolment
- Those with less than 50% will be offered the same level on the new swim term

[13] NEW TERM EVALUATIONS

During the first 2 weeks of each new term, the swim teachers evaluate whether or not the level you have chosen is the best level for you. We may move you up or down a level best suited to your child's needs based on that feedback

[14] UNFORESEEN EVENTS

Should First Swim classes be stopped by a government directive we can only return to our schedule when it is safe to do so, guided by the available information at the time. Again we will do our best to accommodate customers with replacement dates but these are subject to availability

[15] MEDICAL CONDITIONS

During booking we ask if there are any existing medical conditions for your baby or toddler and you or the guardian taking your child to the class. If the medical conditions change for any person from the time of your booking, you should inform First Swim. All information will be kept strictly confidential. If you are unsure about something, please consult your GP before taking part in our classes.

[16] COMPULSORY SWIMWEAR

- Babies on the Little Dipper classes must adhere to the double nappy system
- This is a disposable 'swim' nappy worn underneath a Splash About Happy Nappy
- No other neoprene nappy brands are allowed
- Toddlers on the Aquatots classes must wear Splash About Jammer shorts
- Toddlers not yet toilet trained must wear a disposable 'swim' pants underneath
- Those not complying with the our swimwear policy will not be allowed into the pool
- Adults must wear appropriate swimwear in the pool and changing room
- Adult swimwear must be clean and designated for pool use only

[17] ILLNESS & ATTENDANCE

- Babies, toddlers and parents need to free of illness to attend our classes
- Please do not attend if you have Covid 19, ear or chest infection, conjunctivitis, measles, chicken pox, fever, diarrhoea or vomiting
- Symptoms must have cleared for at least 48 hours before you can attend
- Sniffles worry: We understand that babies and toddlers may have the sniffles from time to time. As long as you are sure it is just the sniffles you can attend our classes

[18] SUPERVISION OF CHILDREN

- Parents and guardians are responsible for the children in their care at all times while on the First Swim premises
- Staff and management cannot take any responsibility for children left unattended in the café area, changing rooms or pool room. No child be left unattended on the premises
- The changing room is a wet area and strictly off limits to all non-swimmers

[19] POOL TEMPERATURE

- First Swim have a minimum operating temp of 29C. We will not run classes below this
- Our optimum teaching temp is 33C and this is what we strive to achieve for each class
- If the pool temp drops below 29C we will cancel classes and offer a make-up session

[20] LOST PROPERTY & VALUABLES

- First Swim will not accept any liability for items lost, damaged or stolen on the premises
- All property left on the premises is left at your own risk
- Items found by staff or handed in by customers will be kept for up to 2 weeks
- Unclaimed items after this 2 week period will be donated to charity
- Lost items claimed by phone or email must still be collected within 2 weeks.
- Please use the lockers in the changing room to store items during your swim class

[21] POOL SIDE RULES

- Spectators are not allowed poolside. Strictly 1 parent per child
- No photography is allowed in the pool or the TV viewing area
- Do not enter the pool or the pool room when no teacher is in attendance
- Do not enter or exit or pool using the ladder while holding your child

[22] DATA PROTECTION

- First Swim will not pass your private details to any third party without prior consent
- First Swim will only use your personal information to send you business updates, class information and general notifications that may benefit you
- You can unsubscribe from all First Swim correspondence at any time. Please see our First Swim Privacy policy for more information.

[23] MERCHANDISE

- Refunds or in store exchanges of merchandise may be given within 14 days from the date of purchase for products of saleable quality returned in the original saleable condition, in their original packaging, with the relevant online dispatch note or store online receipt.
- Refunds will be credited to the original tender used to process the payment.

[24] OFFICIAL COMMUNICATION

- Instagram, Messenger and WhatsApp are platforms that we use from time to time but these are not official forms of comms for First Swim
- We will always prioritise contact via email to info@firstswim.ie or through our phone on (01) 4370944