



Terms and Conditions / Terms of Services:

The contract:

Is between DPD, the adult (if having adult lessons) or the parent or guardian of the child named in the booking.

By submitting or sending a booking you agree to the terms of service/terms and conditions.

Private Lessons:

- 1. Lessons cancelled within 24 hours will be paid for in full, applicable for all sites**
- 2. Lessons outside 24 hours' notice half charge, applicable all sites excluding The Angmering School and The Fire Fighters Charity.**
- 3. Lessons cancelled at any time during term time at The Angmering School or The Fire Fighters Charity will be paid for in full.**
- 4. Lessons taken during holiday periods, to be agreed with your teacher (NOT available at The Fire Fighters or The Angmering School.)**
- 5. Short term commitment between 1 and 5 lessons to be agreed with your teacher (NOT available at The Fire Fighters or The Angmering School.)**
- 6. The Fire Fighters in Littlehampton, The Angmering School, and Energie Fitness in East Grinstead are committed to per term and during that period points 1 and 2 apply.**

As per section 5 above, lessons at those locations are committed to per term and should you wish to cancel within the current term you will continue to be charged (points 1 and 2) until the space has been sold or the term finishes, whichever comes first.

All fees must be paid either in advance by card or bacs, half termly or if you wish to pay weekly then on the day of each lesson in cash direct to your teacher, if you're going to miss the next lesson, please make sure that the lesson is paid for the week before not the week after.

The first payment has been taken on your Debit or Credit card. The details are kept on a secure server and should any fees remain unpaid, the balance will be taken automatically from your card.

By undertaking lessons with us you agree to our terms above and failure to comply with any of these terms and conditions may result in you losing your place.

Group Lessons:

- 1. We regret no refunds can be given.**
- 2. We reserve the right to provide a substitute teacher if necessary.**
- 3. In the event of unforeseen circumstances preventing the regular teacher from taking the class an alternative teacher or date may be offered.**
- 4. Should the pool be unusable we have the right to provide an alternative date.**
- 5. Events such as weather conditions, acts of god, force majeure preventing classes running will not be refunded or credited.**
- 6. It's your responsibility to check the website before your lesson in the unlikely event of a cancellation for adverse weather conditions or technical issues; if you join our Facebook page or follow us on twitter you will get our live updates automatically.**

Payment:

Our payment options are:

Pay Now – Debit/Credit card:

Our payment provider on behalf of DPD Coaching Services will debit your card for the value of the booking. Once payment has been received you will receive a confirmation email from us.

Bank Transfer:

Please email us for bank details mail@dpdcoaching.co.uk

Childcare Vouchers:

Childcare vouchers are to be sent at the time of booking.

Conditions:

All pupils are expected to be fit and able to participate in the activities unless we have been made aware.

Any form of illness suffered shortly prior to the lesson must be declared with DPD. We reserve the right to refuse any pupil.

If you need to cancel a lesson, please do so via the portal so the teacher is made aware of absence

Behaviour Management Policy:

DPD believes that pupils will flourish best in an atmosphere of mutual respect and encouragement where everyone knows what is expected of them. The teachers will discuss behaviour with the pupils on their first day in line with DPD Code of Behaviour.

We concentrate on encouraging good behaviour and ensuring pupils enjoy their time with us. Teachers will treat pupils with respect, promoting an atmosphere of trust. Should the positive atmosphere of the lessons be compromised by disruptive or inappropriate behaviour, our teachers will explain to the pupil why it is unacceptable. If the problem cannot be resolved, teachers may have no choice but to exclude the pupil from the lessons.

Your Consent:

By agreeing to our terms and conditions you agree that:

Pupils will be involved in swimming activities.

Pupils can take part in all activities on offer. Please notify us if you cannot participate in any one of the activities.

Other Information:

We accept no liability for any personal injury, fatality to a pupil or loss of personal property.

All comments, photo's and other materials in the flyers and on the website are published with your consent, unless you object in writing.

We reserve the right to change any of our advertising at any time.

Franchise Partners:

All franchise partners and licensees work with our terms, if you feel at any time that the terms and conditions are not being upheld, please contact our head office on mail@dpcocoaching.co.uk.