



Customer FAQs relating to suspension of swimming lessons due to Government advice over COVID-19

We wanted to try and answer any questions you may have relating to the suspension of lessons for the time being. Please contact your local office should any of your questions not be answered here. We will update this document as and when new questions arise.

Will my swimming lessons still be taking place?

Not for the time being. We are adhering to the Government guidance about non-essential social contact and travel and are cancelling all lessons until we receive word that it is safe to begin again.

I'm on Monthly Payments, will payments still be taken now that lessons are suspended?

As your lessons are temporarily suspended, there will be a freeze placed on your account and no further payments will be taken. Everything will be held in place including any credit on your account until we are once again fully operational and of course we will give you notice when we are once again ready to start delivering lessons and taking payments.

What will happen to any credits that are on my account?

Those credits will still be on your account after this situation has passed and we are once again fully operational. Our terms state that they have a six month validity but we will extend this if necessary so that you don't lose out.

What happens if I or someone in my swimming lesson has been diagnosed with COVID-19 in the last two weeks?

If you are confirmed with a case of COVID-19, we would appreciate you telling us asap. Our response will be to contact Public Health England and ask them the right course of action at that time in terms of contacting those with whom you came into contact at our lessons. We will follow this course of action for anyone who contacts us to tell us they have been diagnosed.

I have Courtesy Classes on my account which have are valid for six months but I can't use them as lessons have been suspended. Will I lose them?

No, we will be extending the expiration date on all Courtesy Classes for a further 6 months after lessons resume.