

Terms & Conditions

Issued Nov 2022

1. Scope and Purpose

1.1 This policy is aimed at covering all aspects of Speedo Swim Squads activity. It will seek to identify the way in which any individual or organisation that uses Speedo Swim Squads products and or services are entitled to, should there be a need for any cancellation, credit or refund. It will also identify what Speedo Swim Squads has deemed sufficient grounds to warrant this and the process that must be completed.

1.2 This Policy comes into effect only once payment has been made, until then it cannot be applied. Once payment is received this policy cannot be cancelled or overturned.

2. Accident Waiver

2.1 By agreeing to this waiver, I acknowledge all risks of my child/children that participate in any swimming activity lead by Speedo Swim Squads. I accept that there may be a risk of personal injury whilst participating in the activity, but the chance of this occurring will be reduced wherever possible by all instructors.

3. Photography

3.1 Photography/Filming of swimmers/instructors or lifeguard is not permitted during the lesson/training sessions.

3.2 I give my consent that Photography/Filming of swimmers/instructors or lifeguard is permitted during the competition/events hosted by Speedo Swim Squads.

3.3 I allow the right of Speedo Swim Squads employees to take photos/videos for the use of swimmer feedback, teacher/coach education and marketing purposes only. This might include the right to use them in a printed or online format and distributed both publicly at our venues or on our social media platforms.

4. Payment

4.1 On receipt of the electronic version of the invoice, which you will receive by email, you will have 7 working days to settle the total amount of this invoice. It can be settled via any of the following methods.

- Payment Link
- Cash
- Credit/Debit Card
- Bank Transfer
- Cheque - made payable to Swim Squads

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5. Cancellations

5.1 Speedo Swim Squads reserves the right to cancel any of its activities. This includes but not exclusively.

- Lessons
- Coaching sessions
- Facility rentals
- Camps and Clinics
- Competitions
- Any event planned and delivered under Speedo Swim Squads

5.2 In the event that any activity is cancelled by Speedo Swim Squads due to any reason, a makeup session will be offered to all effected members.

5.3.1 Any cancellations made by an individual or organisation will not be eligible for a refund unless they meet the following exceptions.

- Loss of employment
- Moving abroad due to unforeseen circumstances
- Any malpractice that has been confirmed by Speedo Swim Squads in any of its activities
- Serious health complications forcing the individual not to physically be able to continue with given proof from a medical professional.

5.3.2 If a cancellation is made by an individual or organisation which meets criteria above which is then approved by management, this will result in a makeup class/training lesson being offered.

5.3.3 Speedo Swim Squads reserves the right to cancel an activity due to low enrolment, which would make the activity not viable.

5.3.4 No refunds will be available for any cancelled activities outside of the control of Speedo Swim Squads (i.e., Force Majeure, strikes, lockouts, bans, or other industrial disturbances of a general nature, acts of a public enemy, wars, terrorism, blockades, insurrections, riots, sabotage, epidemic or quarantine, landslides, earthquakes, floods, sandstorms, lightning, civil disturbances, fire or explosions.). In this particular case:

- Speedo Swim Squads will organize substitute online classes or group classes at the same/any alternative venue.

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6. Credits/Makeups

6.1 Once a makeup class has been approved. Customers will have to attend a convenient location, day and time that is pre booked and confirmed through the venue lead or office.

6.1.1 If the scheduled and confirmed makeup session(s) are not attended with communication, Speedo Swim Squads will offer 1 additional session before the makeup offer is retracted.

6.1.1 If the scheduled and confirmed makeup session is agreed but not attended without communication, no additional make, refund or further credit note will be made available

6.2 Speedo Swim Squads agree to offer make up sessions to those participants who miss sessions due to serious illness/injury. A doctor's note must be provided in order to redeem any missed sessions. This must be communicated to the venue lead with the certificate being from an official health care institution.

6.3 Makeup sessions cannot be applied if there is an outstanding balance against your account.

6.5 Makeup sessions must be completed within the same term

6.6 In the event that a makeup session cannot be arranged by Speedo Swim Squads. Credit notes will be provided. Credit notes can include but not exclusively the following.

- Long term Injury or Illness causing the individual not to be able to complete make ups within the same term
- Long term cancellations, 50% or more of the term.
- Emergency travel over a prolonged period
- Formal request made to the Swim director on info@speedoswimsquads.com

6.7 No credit notes can be given without prior agreement from the Swim Director.

6.8 SSS agree to offer make up sessions to those participants who miss sessions due to serious illness/injury. A doctor's note must be provided in order to redeem any missed sessions. Travel/ birthday /and others will not be accepted.

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7. Refunds

7.1 No refunds can be given without agreement from the Swim Director.

7.2 Upon receiving a request for a refund Speedo Swim Squads will start a formal process of review which will be conducted within 7 working days of receiving the request. This process will involve speaking to all parties involved.

7.2.1 Once a decision is made and the individual has been informed via email communication, any action required will be completed within 5 working days.

7.3 In the event of a refund being awarded, only the activity fee will be refunded on a pro-rata basis, based on the remaining number of sessions / bookings in the term / paid period.

7.3.1 I understand that the fees that I am paying comprise of 30% administration costs and 70% service fee. In the event that any refund is granted it is only the service fee that will be refunded on a pro-rata basis for the affected sessions.

7.4 I understand that if I make payment via cheque, and this cheque is returned by the bank for any reason there will be administration charge of AED 150 which is made payable to Speedo Swim Squads with 5 days of being notified about the returned cheque.

8. Terms of Operations

8.1 I understand that Speedo Swim Squads will run all schedule classes/training through all public and schools' holidays within the stated term dates. Any exceptions will be communicated with as much advanced notice as possible. If this results in a swimmers class/training has been canceled by Speedo Swim Squads, then point 5.2 will be applied.

9. Term and Conditions

9.1 After reading the above document I HEREBY agree to all terms and conditions set out by Speedo Swim Squads and therefore give consent to my child/children to become a member of Speedo Swim Squads and give my consent that they can participate in all activities and events organised or attended by Speedo Swim Squads.

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10. Monitor and Review

10.1 This document will be monitored and review on an annual basis. If there are any changes to the policy, it will be communicated out to all of our members will email. Stating the changes that have been made.

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