



Terms and Conditions – September 2026

Payments

- Places cannot be held without full payment
- Installments can be arranged via email accounts@abcswimschool.co.uk

Cancellation

- Please note the following cancellation policy applies should you cancel your place on your course:
- All deposits are non-refundable
- If you cancel 7 days before the course no refund will be given except in the event of illness / injury (for which a Doctor 's note must be provided) or exceptional circumstances
- If you cancel between 8 and 30 days prior to the start of the course, a full refund will be issued minus a £10 administration fee
- Refunds or credits cannot be given for classes missed.
- When a session is cancelled by ABC and a replacement session is provided refunds and credits cannot be given.
- Credits can only be given at the discretion of ABC Swim School London Ltd and must be used with the following 2 terms.
- Without payment children will not be allowed to swim unless arrangements have been made with ABC Swim School London Ltd
- For the duration of the lesson parents/carers need to be on site either watching through the windows or in the reception area of the Sports Centre in case of an emergency. Please ensure that we have the correct contact number for the person bring the child swimming in case of emergency.

Safeguarding

- ABC maintains a zero-tolerance policy for abusive, harassing, or threatening behaviour toward its learners and staff. We reserve the right to refuse service or terminate engagement where such behaviour occurs.
- All adults and children must abide by the child protection policy, code of conduct in the changing areas.
- ABC staff will direct children to the changing rooms and back to parents/carer as required.
- Once children enter the changing rooms ABC staff are available for children or parents/carer to report anything that they are uncomfortable with.
- Once the children are in the changing room it is a shared responsibility of ABC staff and parents/carer to ensure that children are safe and behaviour is acceptable.
- It is permissible for parents/carer to enter the changing room to support changing or behaviour for their child where necessary as below.
- Boys 7 years and under can be accompanied by their female parents/carer in the female changing room. Boys of 8 years old and over must use the male changing room

www.abcswimschool.co.uk
info@abcswimschool.co.uk
accounts@abcswimschool.co.uk
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- Girls 7 years and under can be accompanied by their male parents/carer in the male changing room. Girls of 8 years old and over must use the female changing room
- ABC staff are not permitted to enter the changing room whilst children are getting changed unless there was an emergency.
- At no time is photography or filming permitted during a session or in the changing room area
- MOBILE PHONES and other devices that can record or take photographs are not allowed to be used on poolside, in the changing room area due to safeguarding.
- Filming and taking photographs are not allowed without permission from ABC due to safeguarding.

Pool Rules

- Swimming hats must be worn in the pool sessions
- Outdoor shoes are not permitted on poolside or in the changing area, blue over shoes can be worn
- Showers are not available at the pool
- Parents/guardians are not allowed on poolside unless permission from ABC Manager

Venue Rules

- No parking on a Wednesday on site before 5pm
- Vehicle to be left in car park at owner's risk.
- Adhere to the speed limit 5mph on site
- Refrain from parking on the yellow zigzags to keep area clear for emergency services
- Park in bays provided
- Supervise children in the car park speed to be kept 5mph
- Supervise children refraining from walking on the wall due to the high drops.
- Supervise children refraining from going behind barrier in viewing gallery due to the high drops.

Medical Conditions

- Please ensure that ABC Swim School is kept up to date with any allergies or medical conditions your child has.
- If your child has been prescribed an adrenaline auto-injector (EpiPen/AAI), please ensure it is with them and readily accessible during their swimming lesson.
- ABC Swim School and Shooters Hill Sixth Form College cannot provide any medication on site.
- If there are any changes to your child's allergy or medication, please let the ABC office know.
- Thank you for helping us keep all our swimmers safe.

ABC SWIM SCHOOL LONDON LTD

The next date of review will be 2027