



TERMS & CONDITIONS

Clayton Cardiff Lane

4-Week Courses

CLASSES / POOL INFORMATION:

- All classes are 50 minutes long. Please try to arrive on time so your child can settle in and the class times aren't affected too much.
- The course lasts four weeks without exception.
- Please do not leave children unattended before or after class.
- Children are not allowed in the pool before or after class (unless they are facility members). Parents and siblings are not allowed to use the swimming pool.
- The children must not enter the pool until the swimming teacher calls them.
- Photography and recording are strictly prohibited in the swimming pool.
- All swimmers must wear a swimming cap.
- Red Frog is not responsible for lost property. All items found will be held in our lost and found box until claimed.
- In unforeseen circumstances, teachers may be replaced without prior notice, always keeping classes at the highest level with qualified teachers.
- If the class is cancelled due to unforeseen circumstances out of our control, we will make every effort to contact you in advance and inform you as soon as possible.
- There is no private parking at the Clayton Hotel.

REFUNDS & PAYMENTS:

- Bookings for classes will only be confirmed upon receipt of full payment.
- No refunds will be given after the course start day. Refunds are only given 72 hours prior to the first class starts (€50 administrative charge per child will be deducted from the refund amount). Once the term begins, If you have to cancel the course for any reason, please be aware that we do not provide credit or refund.
- The course is not transferable to another child. Missed classes cannot be refunded, make up or carried over to the following course.
- Fees will not be refunded if a parent decides to remove their child from the class for personal reasons.
- As long as the class runs normally, refunds and rescheduling will not be considered if adverse local conditions prevent you from attending a scheduled class.
- If you have any issue/complaint/feedback, please inform us in writing at redfrogswim@gmail.com

