



SPRINT SWIM ACADEMY LIMITED – TERMS & CONDITIONS

In this agreement “we”, “us”, “our”, “company” and “Sprint Swim Academy” are all references to Sprint Swim Academy Limited, and “you” and “your” are all references to you, the customer. “Service” and “contract” are references to any of the facilities and services supplied by Sprint Swim Academy Limited.

These terms and conditions and additional appendices are governed and construed in accordance with the laws of England.

SPRINT SWIM ACADEMY LIMITED – ACKNOWLEDGMENT OF SERVICE POLICY

These are the terms and conditions governing the use of the facilities provided by Sprint Swim Academy and the agreement that operates between you and the company. These terms and conditions set out the rights and obligations of all users regarding the use of the Service.

Your access to and use of the service is conditioned on your acceptance of and compliance with these terms and conditions. These terms and conditions apply to all visitors, users and others who access or use the service.

By accessing or using the service, you agree to be bound by these terms and conditions. If you disagree with any part of these terms and conditions, we have the right to remove the service from you.

This document should be read carefully as it may affect your legal rights. If you have any queries, please contact us at info@sprintswimacademy.co.uk or using your My Lessons portal [Login \(morleisure.co.uk\)](https://morleisure.co.uk).

These Terms & Conditions work hand in hand with the following policies: acceptance of these Terms & Conditions as above also refers to guidance in the below additional policies set out by Sprint Swim Academy.

Sprint Swim Academy – Terms & Conditions, Appendices 1

Sprint Swim Academy - Terms & Conditions, Appendices 2

Sprint Swim Academy - Terms & Conditions, Appendices 3

SPRINT SWIM ACADEMY LIMITED – PRICE OF SERVICE POLICY

The company reserves the right to review and revise our prices at any time inclusive of no minimum period, where you would be notified of accordingly and in advance of changes being made.

SPRINT SWIM ACADEMY LIMITED – PAYMENT OF SERVICE POLICY

A Direct Debit Instruction will be sent for you to complete with your booking letter, signing up to Direct Debit payments means you are protected by the [Direct Debit Guarantee](#), we use a third party to organise our Direct Debits. Details of our supplier and their terms of business will be provided when we confirm to you that your Direct Debit mandate has been successfully set up.

If Direct Debits are being paid by someone else on your behalf, it is your responsibility to ensure this person is informed of our payment policies.

The Direct Debit mandate will be taken on/around the 1st of each calendar month*, if this falls on a non-working day, it will be debited on the next working day. *Your very first payment or outstanding payments may differ from this from this date, however, subsequent payments will follow the outlined schedule.

If your Direct Debit is returned or dishonoured by your financial institution, we will contact you requesting payment. If we have not received payment, we will request these funds again along with and including any outstanding payments before the next Direct Debit cycle. Transaction and administration fees of £5 be charged to your account in the case of any failure to suitably fulfil your payments on time. If payments are not satisfied, we have the right to refuse attendance, and you risk your place being lost.

Legal action will be taken for outstanding non-receipt of payments.

SPRINT SWIM ACADEMY LIMITED – PROMOTIONAL OFFER POLICY

Promotional offers may require to be paid up front of the course or activity to secure your place.



Promotional offers are non-refundable and non-transferable.

If any circumstance occurs where the service is unavailable by Sprint Swim Academy, no credits or refunds are due.

If any circumstance occurs where the customer is unavailable to attend, no credits or refunds are due.

We reserve the right at any time in its sole discretion to cancel, modify or supersede the offer.

SPRINT SWIM ACADEMY LIMITED – CHANGE TO SERVICE POLICY

At Sprint Swim Academy we understand circumstances change, however if you wish to make amendments to your course, by way of time or day, you must give one month's notice, in writing, to our e-mail info@sprintswimacademy.co.uk, and we aim to respond within 48 hours, to acknowledge receipt of your request.

Where we can accommodate you, we will amend your Direct Debit in line with our policy and un-allocate/allocate any classes/course from your portal. We will do our utmost to accommodate any requests, but we cannot guarantee them.

We may amend any/all our service(s) with you at any time due to class numbers/ability, if these circumstances mean we cannot operate effectively you will be notified. We endeavour to give you as much notice as possible and keep any changes as close to your original time/day. If you cannot commit or are unhappy with these changes you can follow our "cancellation & refund" policy.

If for any reason Sprint Swim Academy or you change your lesson, for example moving to another day of the week, it may require a credit or additional payment, due to the amount of lessons in the current month. This occurrence will be credited or added to your next Direct Debit and notes recorded on your account.

SPRINT SWIM ACADEMY LIMITED – CANCELLATION & REFUND OF SERVICE POLICY

All classes and courses at Sprint Swim Academy are non-refundable, if any class or course is missed this will not be refunded and cannot be rearranged or carried forward. Unfortunately, we do not offer any one-off movements to other classes if your lesson cannot be attended, our courses are set out per our schedule and our maximum child attendance.

In the event of any local adverse weather conditions, we are under no obligation to refund, rearrange or credit any lessons unattended when the company is still open.

We understand that circumstances change and you may wish to cancel your contract with Sprint Swim Academy, in this case you must give one month's notice, with reasoning and feedback, in writing, to our e-mail info@sprintswimacademy.co.uk, if you do not receive an acknowledgement receipt from us, you must contact us by sending a further cancellation notice.

We aim to respond within 48 hours, once we have acknowledged receipt of your cancellation, we will collect all remaining class fees and will cancel your Direct Debit in line with our policy and un-allocate any classes/courses from your portal.

If for any reason Sprint Swim Academy must cancel your lesson, you will be credited* (except for any promotional offer) via your next Direct Debit. You will be notified of this as soon as possible by the contact details stored in your portal, therefore please ensure all details are up to date.

If your lesson is in progress or about to commence and the building must be cleared on the grounds of health and safety, we are not required to refund the lesson in full or part.

*Any promotional offer that receives a reduced rate, will not be due a refund if for any reason Sprint Swim Academy must cancel your lesson. Such promotions can include general swimming lessons, sessions and all other activities held by Sprint Swim Academy.

SPRINT SWIM ACADEMY LIMITED – WITHDRAWAL OF SERVICE POLICY

We may withdraw or suspend any/all our service(s) with you at any time, without prior notice or liability, for any reason whatsoever, including without limitation if you breach our terms and conditions and/or any of our additional policies/ 'Appendices' severely or repeatedly.

We may withdraw or suspend any/all our service(s) with you at any time, if the behaviour of you or those associated with you is deemed as unacceptable or discriminatory by unreasonable, disruptive, threatening, harassing, using violence, verbally abusive, damaging or becomes an issue of health and safety. All our staff and customers deserve to be treated with respect, regardless of age, gender, racial origin, disability, religious beliefs, sexual orientation, economic background or level of ability. These issues may lead to termination of service.



SPRINT SWIM ACADEMY LIMITED – TERMINATION OF SERVICE POLICY

We may terminate or suspend any/all our service(s) with you at any time, without prior notice or liability, for any reason whatsoever, including without limitation if you breach our terms and conditions and/or our additional policies/ 'Appendices' severely or repeatedly.

If this termination occurs during the minimum course term you will immediately become liable for payment of the remainder of your contract and legal action will be taken for outstanding non-receipt of payments.

We will terminate all our services with you, without prior notice or liability, including without limitation if you or those associated with you are deemed to be under the influence of alcohol or drugs.

Upon termination, your right to use our service will cease immediately, if such you will be asked to leave the premises.

SPRINT SWIM ACADEMY LIMITED – PHOTOGRAPHY & VIDEOGRAPHY POLICY

Sprint Swim Academy abides by Child Protection Regulations and Safeguarding and has a strict NO photography and videography policy and any person found to be in violation of this policy will be asked to demonstrate the removal of any images. You and/or those associated with you may also be removed from the premises, legal action may be taken, and "Termination, Withdrawal and Cancellation & Refund" Policies will apply.

Sprint Swim Academy endeavours to ensure our teachers are trained to the highest standards, alongside the training of teaching assistants up to qualification. In these circumstances we may record lessons for teacher training purposes only, these recordings will not be shared and remain the sole property of Sprint Swim Academy.

We have provided a 'star of the week' light up podium for you and/or those associated with you to enjoy while using our service. The purpose of this area is for you to be able to take photographs of awards received from Sprint Swim Academy with our copyright logo – this is the only occasion where permission is granted to take photos/videos.

SPRINT SWIM ACADEMY LIMITED – SAFEGUARDING POLICY

Sprint Swim Academy works with children, young persons and vulnerable adults and families, as part of its facilities and is committed to providing an environment in which all participating in its activities have a safe and positive experience.

Our staff at Sprint Swim Academy are fully DBS checked and will undertake any training required of them to ensure Safeguarding procedures are adhered to at all times.

You and/or those associated with you have a duty of care to act if you have any concerns about the welfare and safety of a child, young person or vulnerable adult.

The purpose of this policy is to provide customers with the company's Safeguarding Policy, for more information or if you wish to contact us regarding any Safeguarding issues, contact us at info@sprintswimacademy.co.uk or speak to a member of management.

SPRINT SWIM ACADEMY LIMITED – DATA PROTECTION POLICY

Sprint Swim Academy are committed to protecting your privacy. The information you have supplied has been collected from you lawfully and in accordance with the General Data Protection Regulation "GDPR". Data collected is used to communicate with our customers, privately, regarding their contract with the service we are providing, under no circumstances will any customer information be shared by Sprint Swim Academy with external third parties.

SPRINT SWIM ACADEMY LIMITED – LIMITATION OF LIABILITY POLICY

Sprint Swim Academy are not liable for death, injury or illness caused wilfully or neglectfully by you and/or those associated with you while using our service.

You and/or those associated with you are liable for any damage, loss or theft you and/or those associated with you have caused while using our service, wilfully or neglectfully. This clause is extended throughout Sprint Swim Academy, including vehicles, parking and surrounding areas of the building.



Damage, loss and theft to property and its equipment beyond general usage will be subject to a repair or replacement fee, legal action may be taken, and "Termination, Withdrawal and Cancellation & Refund" Policies will apply.

You and/or those associated with you are responsible for adhering to the [Highway Code](#) when parking vehicles on or around our building. Vehicles and their contents are left at the customer's risk. Sprint Swim Academy are not liable for any damage, loss or theft you and/or those associated with you that may occur while using our service.

You and/or those associated with you are responsible for your personal belongings while using our service, lockers are provided and should be used, contents are left at the customer's risk. Sprint Swim Academy are not liable for any damage, loss or theft you and/or those associated with you that may occur while using our service. We advise not to bring valuable items on to the premises when using our service. Loss of locker keys will be subject to a repair or replacement fee.

SPRINT SWIM ACADEMY LIMITED – COPYRIGHT

All materials published on our website, social media and software are all owned by Sprint Swim Academy Limited and licensed to us. Materials are content, logos, images, photography, videography, graphics, coding and data and are strictly prohibited from any reproduction, adaptation or modification without permission of the company.

We reserve the right to take legal action against such misconduct.

SPRINT SWIM ACADEMY LIMITED – CHANGES TO TERMS, CONDITIONS & SERVICE

Our terms and conditions were last updated on 9th October 2025.

We reserve the right to modify or replace our terms and conditions at any time; you will be reasonably notified of revisions to this policy. Continuation of our service by you will be deemed as full acceptance to these revised terms and conditions.

We reserve the right to modify, temporarily suspend/close or permanently suspend/close our operations and service at any time, this information will be detailed to you via direct communication, newsletter, social media or our website and "Termination, Withdrawal and Cancellation & Refund" Policies will apply.

If you do not agree with these revised terms and conditions, please cancel your contract as per the "Cancellation & Refund" Policy.

If any of these terms and conditions are held to be unenforceable or invalid, such amendments will be made to accomplish the objectives of the service under applicable law, all remaining services will continue to be effective in full force.

SPRINT SWIM ACADEMY LIMITED – COMMENTS & FEEDBACK

Your opinion matters to us, whether it be a comment, complaint or suggestion regarding any of our services and/or company. We will make every effort to assist you, however if you are unable to speak to a member of staff, please contact us at info@sprintswimacademy.co.uk.

SPRINT SWIM ACADEMY LIMITED – COMPLAINTS PROCEDURE

If you feel your compliment or complaint requires further action, here at Sprint Swim Academy we have a 'Complaints Procedure' which is accessible to all our staff and customers, if you require this please speak to a member of staff, please contact us at info@sprintswimacademy.co.uk.



SPRINT SWIM ACADEMY LIMITED – APPENDICES 1

At Sprint Swim Academy we require all our staff and customers to respect our facilities, we appreciate that it can often be a very busy environment, but we must ensure all areas are always kept clean and tidy. We have worked hard to provide a quality venue and believe in high standards.

SPRINT SWIM ACADEMY LIMITED – GENERAL

- Only our contracted customers can use our facilities, unauthorised access and use is not permitted.
- We expect every person to always keep our academy clean and tidy.
- We expect every person to discard of any rubbish appropriately; bins are provided throughout the building.
- We expect every person to be courteous to every member of staff.
- If something is broken or is not working, please make a member of staff aware.
- No glassware should be brought onsite.
- Children must always be supervised.
- Adults of children are not permitted to leave the building while their children are in lessons.
- Smoking or Vaping is not permitted anywhere in or around our venue.
- It is the customer's responsibility to ensure all their contact and payment information is always up to date.
- No animals are permitted in or around our venue.
- Certificates and badge for children in receipt of an award are charged at £5.

SPRINT SWIM ACADEMY LIMITED – CAR PARK

All customers must take extreme care when maneuvering around the area and venue. All driving and parking in the surrounding area must be in line with regulations of the [Highway Code](#).

Vehicles and their contents are left at the owner's risk. Sprint Swim Academy does not accept liability for any theft, loss or damage to you or those associated with you and your vehicle while using our service.

We require our customers to use our parking facilities and refrain from parking in any car parks that specifically belong to other businesses around the area.

SPRINT SWIM ACADEMY LIMITED – RECEPTION AREA

Our friendly reception staff are there to help with anything you need whilst at our academy, we expect our customers to always be courteous and respectful.

We understand that during certain weather conditions, clothing can become wet or muddy, we would appreciate our customers to wipe their feet on entry and not trail any dirt throughout the building, all footwears should be removed before entering the changing rooms.

We would encourage that our customers arrive without prams and car seats, however for those who are unable, we have a dedicated 'Pram & Car Seat Station' in the reception area, you and/or those associated with you are responsible for your personal belongings while using our service.



SPRINT SWIM ACADEMY LIMITED – APPENDICES 2

At Sprint Swim Academy we ask all our staff and customers to respect our facilities, we appreciate that it can often be a very busy environment, but we must ensure all areas are always kept clean and tidy. We have worked hard to provide a quality venue and believe in high standards.

SPRINT SWIM ACADEMY LIMITED – CHANGING ROOMS

- No outdoor shoes to be worn in and after the changing rooms, showers, pool area – shoe covers are provided.
- 10 changing cubicles are available, all with a baby change unit inside.
- Soiled nappies should be appropriately disposed of, we encourage these to be taken with you, especially if clearly marked bins are not available.
- No food or drink to be consumed in the changing rooms and pool area.
- No personal belongings are to be left in the cubicles during a lesson.
- Lockers are provided for storage, they are not monitored, and personal belongings are left at the owner's risk.
- Ensure all personal belongings are taken with you after the session has ended.
- Swimmers using our changing facilities are the responsibility of the accompanying adult.

SPRINT SWIM ACADEMY LIMITED – SWIMMING POOL

- Parent and baby or parent and toddler classes can only accommodate one adult per child.
- Swimmers are advised not to eat directly before their lesson.
- Ensure use of the toilet in preparation for your/your child's swimming lesson.
- Ensure use of the showers in preparation for parent and baby/toddler classes.
- Ensure use of the showers in preparation for all swimming lesson.
- To maintain the water quality in the pool, ensure no perfume, lotions or make up is worn during all swimming lesson.
- Appropriate swimwear must be worn, and we reserve the right to refuse entry to anyone who is not suitably attired – we recommend one-piece swimsuits, shorts or trunks.
- Swim nappies are essential for a child who is not yet potty trained and a reusable swim nappy for double enforcement – ask a member of staff for further information.
- Long hair must be secured while swimming.
- No jewellery to be worn while swimming.
- Where possible glasses are removed while swimming.
- No personal belongings are to be taken poolside.
- Entry to the pool must be prompt on any lesson time.
- Noise levels must be at a minimum when entering the poolside.
- Only swimmers must enter the poolside.
- Swimmers must only enter the pool when the current class has finished and instructed by the teacher.
- Swimmers who persist in disruptive behaviour will be removed from the lesson.
- Swimmers on poolside cannot; run, dive, jump, fight, bomb, shout, spit or throw – warnings will be given, and persistent disruptions will be removed from the lesson.
- In the event of an emergency, the swim teacher will follow the pools' emergency action plan (EAP).

SPRINT SWIM ACADEMY LIMITED – MEDICAL & ILLNESS

- Lessons have been allocated as per the request of our customers, if you have any concerns regarding the lessons and/or you or your child's medical conditions, speak to a member of staff, or contact us at info@sprintswimacademy.co.uk.
- It is vital we are made aware of any medical conditions that may affect the ability to complete you or your child's swimming lesson, any information is received in confidence and dealt with sensitively.
- If you are unsure if a medical condition could affect you or your child's swimming lesson, we advise you speak to a health professional.
- Any customers with foot conditions are required to wear a swim sock whilst in the changing rooms, poolside and in the pool.
- Any customers with eye conditions are required to wear swim goggles whilst in the pool.
- No plasters or bandages are permitted in the pool.
- Should any swimmer develop any illness that is contagious we advise not to attend a swimming lesson, please contact us so we are able to inform the teacher.
- We advise any sickness/diarrhoea symptoms to have completely cleared at least 48 hours before a swimming lesson.
- We have the right to refuse entry if we believe any customer is not fit to participate in a swimming lesson.



SPRINT SWIM ACADEMY LIMITED – APPENDICES 3

At Sprint Swim Academy we ask all our staff and customers to respect our facilities, we appreciate that it can often be a very busy environment, but we must ensure all areas are always kept clean and tidy. We have worked hard to provide a quality venue and believe in high standards.

SPRINT SWIM ACADEMY LIMITED – CAFE

- Only food and drink purchased from The Café at Sprint Swim Academy may be consumed on the premises.
- Baby food and food for very specific dietary requirements are exempt, however must be discussed with a member of staff first.
- For hygiene and safety – ensure that any food debris which falls on the floor is picked/wiped up as soon as possible.
- Report any spillages to a member of staff.

SPRINT SWIM ACADEMY LIMITED – SOFT PLAY AREA POLICY

We are very pleased to offer a soft play facility in our café at Sprint Swim Academy, and whilst we will do our utmost to keep it clean and tidy, we require our customers to respect these outlined terms.

Participation in soft play is not without risk and serious misuse of equipment could cause personal injury. Your acknowledgement that the activity can be dangerous with some inherent risks and hazards which is the responsibility of you and/or those associated with you.

At no time will users be supervised by members of staff; the responsibility of the child is by you and/or those associated with you as their trustworthy carer.

Children and adults must always follow the 'Soft Play Area Policy'. Failure to comply may result in termination of service.

- Children over the age of 8 are not permitted to use the soft play facilities at Sprint Swim Academy.
- For hygiene and safety – Children must use the toilet and wash their hands before entry into the soft play area.
- For hygiene and safety – Shoes must be removed before entry into the soft play. area
 - Shoes pockets are provided.
- For hygiene and safety – Socks must be always worn.
- Children should wear appropriate clothing in the soft play area with the recommendation that arms and legs are covered.
- Children should not wear jewellery in the soft play area.
- Food, drink and chewing gum is not permitted in the soft play area.
- Children should refrain from climbing up the outer netting of the soft play.
- Inappropriate behaviours will not be tolerated.
- Customers must adhere to verbal instructions from staff where required.
- Any incidents must be reported to a member of staff.
 - Accidents/Incidents may be logged.
 - First aid may be administered.

SPRINT SWIM ACADEMY LIMITED – ARCADE GAME AREA POLICY

We are very pleased to offer an arcade game facility in our café at Sprint Swim Academy, and whilst we will do our utmost to keep it clean and tidy, we require our customers to respect these outlined terms.

Participation in arcade game consoles is not without risk and serious misuse of equipment could cause personal injury. Your acknowledgement that the activity can be dangerous with some inherent risks and hazards which is the responsibility of you and/or those associated with you.

At no time will users be supervised by members of staff; the responsibility of the child is by you and/or those associated with you as their trustworthy carer.

Children and adults must always follow the 'Arcade Game Area Policy'. Failure to comply may result in termination of service.

- For hygiene and safety – Children must use the toilet and wash their hands before using the arcade game area.
- Food, drink and chewing gum is not permitted while using the arcade game consoles.
- Children should refrain from climbing on any of the arcade game consoles and seating.
- Inappropriate behaviours will not be tolerated.
- Customers must adhere to verbal instructions from staff where required.
- Any incidents must be reported to a member of staff.
 - Accidents/Incidents may be logged.
 - First aid may be administered.