

The Direct Debit scheme

Payment for swimming lessons is made by direct debit through the bank. We initiate the payment, at the start of each month. The company that operates Shirley Swimming Pool is called West End Swim School Ltd and that is the name likely to appear on your statements.

If you wish to **hold, stop or cancel your payments** please do it with us at the pool, not at the bank or via your online banking. A fuller explanation is provided later. We will only take the agreed amount each month and if this ever changes we will write and tell you in plenty of time.

Make up lessons

The benefit of the DD scheme for you is that we are able to offer a great deal of flexibility. For example, if you have planned a summer **holiday** and booked the dates, tell reception and they will mark you as absent for those weeks. You can then arrange what we call "**make up lessons**", either coming for an hour or coming twice a week at a time when there is a vacancy. Obviously this only works if you have made your normal lesson available for someone else to use.

If you are away for three weeks or more in the summer, you must attempt to arrange make ups before you go, it just isn't possible to find space in the autumn.

In the event of **illness** we will also allow you to mark a lesson absent, as long as we have enough notice before the start of the lesson. You then have two weeks to arrange a catch up, if you can find a space.

For **long-term illnesses** you have a choice to either stop the lessons and rejoin the waiting list when the time comes or retain the space, release them for others to use and hope to make some of the lessons back when given the all clear. Probably best to write in or speak to one of the managers about the circumstances.

In any of these circumstances, we can never guarantee that we can find you a make up space that suits you. Lessons are not

transferrable or refundable and make ups can only be used while your direct debit is current.

It is a fantastically flexible scheme but only if used correctly. Children always progress better with consistency, having the same teacher each week so please only use the make up scheme for illness and holidays.

The pool closes on all Bank Holidays and at Christmas, usually for ten days. These lessons can be rearranged up to two months before and two months after.

If one of our teachers is unwell and we cannot find a replacement, a make up lesson will be available.

Once **a make up is arranged, it cannot be changed again**, so please check your calendars first.

Cancellation of Lessons

If you wish to stop the direct debit please ask at reception. You will need to allow a full calendar month notice, up to the point of the next direct debit. So if it is, say the 14th of the month, the next months payment will be made and then we will not take any further payments. Make your cancellation using our forms at reception and retain a copy.

The aim of our swim school is to progress your child as effectively as possible, keeping them motivated and happy along the way. We hope that with the direct debit scheme we have made the payment process easier and as flexible as possible. We just ask that you follow the rules that help us keep the administration down and allow us to focus on the important stuff- teaching swimming.