

## **Swim England North West Ltd/North West Region - Terms and Conditions**

Swim England North West Ltd work in partnership with Swim England and Institute of Swimming to deliver courses, events and competitions. Terms and conditions for both Swim England and Institute of Swimming must be complied with in addition to the Swim England North West Ltd Terms and Conditions.

Individuals must comply with the general rules and conditions of any venue at which Swim North West Ltd organises courses, events or competitions.

Personal belongings remain the responsibility of the individual and are taken into venues at the individual's own risk. Neither Swim England North West Ltd nor the venue will be responsible for the loss of or damage to any such personal belongings. Individuals are advised to use lockers where available.

Compliance with course, event and competition pre-requisites are the responsibility of the individual. Individuals may be asked to provide evidence that they meet the pre-requisites. If pre-requisites are not met then the individual may be asked to leave the course, event or competition with no refund being issued. All pre-requisites for Swim England North West Ltd courses, events, block of sessions and competitions can be found on the event page of the specific course, event, block of sessions or competition.

Swim England North West Ltd reserve the right to amend the conditions, timetable, tutor/presenter and venue of any course, event or competition as they consider necessary.

No refund will be given to any individual who for any reason is of the opinion that the course, event, block of sessions or competition booked and/or attended did not meet with their expectations and/or needs.

Individuals are solely responsible for ensuring the information given on booking is correct and up to date. Swim England North West Ltd will not be liable for any losses arising out of incorrect details being given.

Individuals who require a certificate reprint will be responsible for the costs of reprinting. Swim England North West Ltd have a close link with Swim England and Institute of Swimming in delivery of Tutor Training Programmes. As such trainee tutors will on occasions attend courses and events to observe delivery and/or deliver part or all of the content of the course. On such occasions a qualified and licensed Tutor will be in attendance.

Swim England North West Ltd will not accept any reservations on courses, events, block of sessions or competitions without full payment being made. To secure a place on a course, event or competition individuals must complete the relevant booking form and make payment in full.

Individuals booking an event, course or competition must provide their Swim England membership number at time of booking.

### **Cancellation Policy**

#### **Cancellation by Swim England North West Ltd**

Swim England North West Ltd reserves the right to cancel courses, events and competitions as they consider necessary, including at short notice. This may include a course, event, block of sessions or competition being cancelled due to there being insufficient bookings to make it financially viable. In

the event of cancellation of an event, course, block of sessions or competition by Swim England North West Ltd individuals will be offered either the opportunity to book an alternative course, event or competition (with additional fees being charged where applicable) or a full refund.

### **Individual Cancellation**

Please note the following cancellation policy applies should you/an individual cancel a booking on a course, event, series of sessions or competition:

#### **Courses, Events or block of Sessions**

In the event of cancellation for any booking of a course, event or block of sessions by an individual, a non-refundable Administration Fee will be charged by Swim England North West Ltd. The Administration Fee charged will be 10% of the full fee originally paid for the course, event or block of sessions (subject to a minimum Administration Fee of £2.50).

<b>Cancellation Period</b>	<b>Refund Provided</b>
Between booking and 8 days prior to course, event or initial session (this includes weekends and bank holidays)	Full Cost (minus admin fee) or transfer to another organised course
7 days or less prior to the course, event or initial session	No Refund or Transfer to another course

Only in extenuating circumstances for a 'block of sessions', will any alternative refund be considered (supporting documentation must be provided on all occasions).

#### **Competitions**

The cancellation/withdrawal process for Regional competitions is outlined in the conditions for each competition. Competition conditions must be complied with. Failure to comply with the competition conditions, may give rise to individuals being liable to pay a fine.

### **Data Protection**

Protection of personal information is an important concern for Swim England North West Ltd. Any personal data collected will be treated in accordance with current data protection legislation. For Swim England North West Ltd's Privacy policy [please click here](#).