



Terms and conditions

Bookings and enquires

New swimmer bookings must be made via our form on the swimming section of the Friends at Balfour website(<http://friendsatbalfour.org/about-us/swimming/>). Enquires can be made via our email balfourswimmingschool@yahoo.co.uk or swimming@friendsatbalfour.org - please note we do not accept new swimmer bookings by email.

Re-Booking

We will send new term letters out before the start of the new school term. If a child moves groups and/or time the information will be on the new term letter.

Your child will stay on the register for the next term unless you inform us that you no longer want the place. If we have not had any contact from you by the second lesson, then we will contact you and your child's place will be withdrawn.

Payment of fees

Unless otherwise agreed in advance with the Swimming Co-Ordinator, all fees must be fully paid by the due date included in the new term letter. Failure to pay will result in your child being removed from the school.

Sibling Discount

We offer an early bird sibling discount scheme, this reduces the cost for younger sibling(s) who swim on the **same** day as an older brother or sister. If two or more younger siblings are swimming, then each will receive the discount, only the eldest pays full price.

This discount only applies to payments made on or before the deadline, the full rate applies after this date.

Rules and polices

Swimmers and their parents must always abide by the Balfour Swimming School rules and polices. A copy of the rules is posted at the poolside and is also available on request. All policies are available on our page on the FAB website.

Cancellations and Refunds

Cancellations can only be made 7 days prior to the start of a New Term, a £20 admin fee will be charged for all cancellations. Refunds are not made for sessions missed for any reason beyond those laid out in the Pool Closure section. This includes children who no longer wish to participate in lessons.

Refunds due to pool closure or public health emergency

Balfour Swimming School will offer refunds for any sessions missed due to pool closure. This includes any public health emergency, such as happened with COVID-19 lockdowns, that requires the pool to be closed for an extended period. These refunds will be issued after the end of the current term and only in cases where fees have been paid that cover the lesson(s) that are missed.