

TERMS & CONDITIONS + CODE OF CONDUCT + PRIVACY POLICY

TERMS & CONDITIONS

Please read the following terms and conditions. By using the booking system "Booking System " or/and this website ("Website")/ you are taken to consent to these terms and conditions ("Terms").

About Flamingo Swim School

The Booking System and the Website are operated by Flamingo Swim School Ltd in London, England.

Disclaimer

At Flamingo Swim School we take the utmost care and attention when conducting our lessons. Your safety is of the utmost importance. However, there is also a duty of care for each swimmer during each lesson. Care and attention is required within the pool and surrounding areas, as any body of water has obvious inherent risks including, and not limited to drowning.

Flamingo Swim School, the swimming pool owner and its swimming instructors do not accept any responsibility for any death, injury or loss suffered during a lesson. The client accepts full responsibility that they are in good physical health and fit to attend swimming lessons.

Medical issues and injuries are passed to the instructor after registration and bookings, however, please note it is your responsibility to discuss your medical condition with your instructor that may affect your health whilst under their instruction.

We are happy to discuss any of our Terms and Conditions, Code of Conduct and this Disclaimer at your time of booking.

Safety in our lessons and your well-being is our priority.

Payments for Swimming Lessons

All payments must be transferred using this link to book swimming lessons for you and/or for your child on the Booking System.

<https://flamingo-swim.class4kids.co.uk>

Booking System: each booking must be made before the Saturday you/your child will attend in order for Swimming Teachers to access their schedule prior to their sessions. Latest Booking on Fridays at 10pm of each week.

All lessons are displayed on the booking system every Monday for the following Saturday.

Parent & Toddlers Class: one of the parents must enter the water with his child during the whole duration of the class at each session. Your child must wear suitable swimming nappies/waterproof nappies for this lesson.

Cancellations & Refunds & No Make Up Classes

All payments are non-refundable under any circumstances group classes/private 1:1/Parents and Toddlers/Children/Adults/gift vouchers/discounts/family discounts/trials/referring a friend/siblings discounts/couples discounts/student discounts

Any lost time due to late arrival: no refund will be given and we cannot add any additional time to make up at the end of the lesson

Refund/credits are not given if you or your child refuses to get into the water or you change your mind.

No Make up class: due to busy schedules and due to high demand for swimming lessons, Flamingo Swim School can not arrange make-up classes for missing lessons.

All time slots for lessons are subject to availability within a calendar week and that will be communicated to you on the Booking System where you will see available places per group classes.

Group Classes only in Bermondsey:

In Bermondsey all lessons are group classes **ONLY** to allow a maximum of Swimmers to attend in the slots available that Flamingo Swim School has to offer on a Saturday afternoon. There are no possibilities to organize One-to-Ones private swimming lessons at this venue.

Limited places available per Class:

For the Children group class it is limited to 4 children under 4 years old and above 4 years old the group class is limited to 5 children.

For adults the classes are limited per 6 swimmers with Coach Kelly and limited to 3 swimmers with Coach Aleksandra (this number can change depending on number of bookings per levels and how we accommodate the pool to fit in all swimmers).

Credits cannot be given for any missed sessions.

We reserve the right to cancel any course/group class/sessions due to insufficient enrollment. In this case we will offer to transfer you to another group class or offer a full refund.

Discounts:

- **Siblings:** when at least 2 siblings are joining at the same time
- **University Student:** University Students must send a proof of student enrollment for the current year with a copy of their student ID card to Coach Kelly by email or by whatsapp to be eligible for the discount for swimming lessons
- **1 Parent + siblings:** When an adult and at least 2 siblings are joining at the same time
- **Refer a friend:** get 50% off their 1st swim lesson and 50% off your next swim lesson
- **Couple/Partners discount:** when a couple/partners are joining at the same time

To receive a discount code, send a whatsapp to Coach Kelly and she will send you the DISCOUNT CODE to use at the checkout page of the booking system.

Pool Closure

If at any time the pool must be closed for any reasons (pool chlorine level problems, pool day maintenance, pool water problem or else). If swimming lessons are not happening, the information will be communicated to you as soon as possible by text message or by email.

If it is a last minute problem that occurs and Flamingo Swim School can not operating: Refunds for the swimming lesson on that day will be transferred to you for any paid lesson in advance.

Copyright

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Use of material

The Contents are for general information only. The contents are not intended to address specific requirements or form specific advice. Flamingo Swim School gives no warranty as to the accuracy, completeness or fitness for purpose of the Contents or for keeping the Contents up-to-date and accepts no liability resulting from your use of the Contents.

Privacy

Flamingo Swim School is committed to protecting your privacy. Flamingo Swim School agrees to treat all personal information you supply in accordance with the Data Protection Act. Flamingo Swim School will respect your email privacy, and will only send you unsolicited mail if you have agreed to this. Flamingo Swim School will not pass on any individual user details (including your e-mail address) unless Flamingo Swim School has your prior consent.

Third party websites: This Website contains links to other websites. These websites are not operated by Flamingo Swim School and are outside the control of Flamingo Swim School. Flamingo Swim School accepts no responsibility whatsoever for these websites or their contents.

Cookies: Most websites record small amounts of information about your activity on the site. This information is in the form of a small text file and is known as a cookie. This is stored on your personal computer. Cookies enable us to identify your device, or you when you have logged in. We use cookies that are strictly necessary to enable you to move around the site or to provide certain basic features. We use cookies to enhance the functionality of the website by storing your preferences, for example. We also use cookies to help us to improve the performance of our website to provide you with a better user experience. Cookies can't harm your computer and we take the selection of all the third-party suppliers who may set cookies for marketing purposes very seriously.

Exclusion of liability

Flamingo Swim School does not accept liability of any description, including liability for negligence, or any damages or losses (including, but not limited to, indirect or consequential loss, or loss of business, revenue, profits, use or opportunity) howsoever arising from your use (or inability to use) this Website or the Contents.

Governing law

This website and these Terms are governed exclusively by English law and are subject to the exclusive jurisdiction of the courts of England and Wales.

Revision

Flamingo Swim School reserves the right to revise the Terms at any time.

CODE OF CONDUCT FOR YOUR CHILD AND ADULT SWIM LESSON

- No Drinks is permitted in the swimming pool facility (bottle of water is permitted on poolside)
- No Food is permitted in the Swimming Pool facility including sweets and gums
- No Alcohol is permitted in the Swimming pool facility
- No Smoking in the Swimming pool facility
- Hygiene procedure for the pool followed (shower before entering the swimming pool)
- Do not run on poolside, only walk
- No jumping or diving unless instructed to do so, by a Swimming Teacher
- No rough play, Don't push other swimmers from poolside or jump on to another swimmers in the water
- No shouting on poolside
- No photography or filming
- Do not enter the swimming pool unless a Swimming Teacher is present. Don't swim alone, with an unsupervised pool.
- Do not sit on the poolside with your feet in the water when a Swimming Teacher is not present (poolside can be slippery and it is an unsupervised pool)
- Wait on the blue benches until the lesson starts and allow Swimming Teachers to enter the water first
- I/my child must exit the swimming pool when the lesson ends
- Do not use 'the baby pool' as it is out of use
- No jewelry to be worn (watches, earrings, piercing, necklace, bracelet, rings etc)

- No outdoor shoes on poolside
- Changing rooms: exit the changing rooms from the exit door from the changing rooms and not the door that goes to the swimming pool
- Report any illnesses to your Swimming Teacher before swimming session starts
- Medication that may be required should be on poolside
- Hygiene Procedure for Parents and Toddlers swim class (my child must wear waterproof nappies/swim nappies) to attend the swim lesson.
- Swim hats are optional to wear during swimming lessons

Terms and Conditions & Code of Conduct: Updated 27 August 2023

PRIVACY POLICY FOR PARENTS AND FOR ADULTS

OVERVIEW

Maintaining the security of your data is a priority at Flamingo Swim School , and we are committed to respecting your privacy rights. We pledge to handle your data fairly and legally at all times. Flamingo Swim School is also dedicated to being transparent about what data we collect about you and how we use it.

HOW WE USE YOUR DATA

Flamingo Swim School uses your personal data:

- to communicate with you
- to provide swimming services to you;
- to make a tailored website available to you;
- to make a tailored booking system available to you;
- to manage any registered account(s) that you hold with us;
- to verify your identity;
- to contact you electronically about news and promotional offers (with your active consent);
- for market research purposes - to better understand your needs;
- to enable customer service interactions with you

Flamingo Swim School uses your personal data for electronic marketing purposes (only with your active consent) and may send email to update you on our latest news and offers. You have the right to opt out of receiving promotional communications at any time, by making use of the simple “unsubscribe” link in emails or contacting Flamingo Swim School via the contact channels set out in this Policy.

Flamingo Swim School will not disclose your personal data to any third party. We will never sell or rent our customer data to other organisations for marketing purposes. We may share your data with governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so.

WHAT PERSONAL DATA WE COLLECT

Flamingo Swim School may collect the following information about you:

your name and surname;

your postal address;

Your telephone/mobile number

Your email address;

your purchases and orders made by you;

your on-line browsing activities on Flamingo Swim School website;

your marketing preferences;

your feedback and survey responses;

your preferred swimming venue;

your correspondence and communications with Flamingo Swim School

DATA SECURITY & PROTECTION

We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information.

Our methods meet the GDPR (General Data Protection Regulation) compliance requirement.

YOUR RIGHTS

Under the GDPR (General Data Protection Regulation) your rights are as follows:

the right to be informed;

the right of access;

the right to rectification;

the right to erasure;

the right to restrict processing;

the right to data portability;

the right to object;

the right not to be subject to automated decision-making including profiling.

We handle subject access requests in accordance with the GDPR. If you wish to exercise any of the above rights, please contact us using the contact details set out below.

LEGAL BASIS FOR PROCESSING CUSTOMER PERSONAL DATA

Under the GDPR (General Data Protection Regulation) we use the consent lawful basis for anyone subscribing to our newsletter or marketing mailing list. Any email marketing messages we sending are done so through an EMS, email marketing service provider. An EMS is a third party service provider of software / applications that allows marketers to send out email marketing campaigns to a list of users. Email marketing messages that we send may contain tracking beacons / tracked clickable links or similar server technologies in order to track subscriber activity within email marketing messages. Where used, such marketing messages may record a range of data such as; times, dates, I.P addresses, opens, clicks, forwards, geographic and demographic data. Such data, within its limitations will show the activity each subscriber made for that email campaign. Any email marketing messages we send are in accordance with the GDPR and the PECR. We provide you with an easy method to withdraw your consent (unsubscribe) at any time.

COOKIES

Like most websites, Flamingo Swim School websites use cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smartphones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our websites. Cookies are essential for the effective operation of our websites and to help you shop with us online. They are also used to tailor the products and services offered and advertised to you, both on our websites and elsewhere. Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device. This includes information about pages viewed, products purchased and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details.

Cookies that we use are:

Tracking cookies: We use a third party service, Google Analytics, to collect standard internet log information and details of visitor behavior patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If you do not wish to participate in Google Analytics, you may also download the Google Analytics opt-out browser add-on.

Functional cookies: These cookies are for technical purposes and essential for the effective operation of our websites, particularly in relation to form transactions and site navigation. If you'd like to remove or disable cookies via your browser, you certainly can. You'll want to refer to your browser's configuration documentation to do this since the steps for doing so are usually browser-specific. One important note is that if you do go this route, this might adversely impact your ability to use our services effectively. Enabling cookies ensures a smoother experience when you use our site.

THIRD PARTY SITES AND MICROSITES

Flamingo Swim School has partnered with certain trusted third parties to make additional products and services available to you. These products and services can be accessed online through the relevant third party's "microsite". These websites, and others linked to from this Policy, are owned and operated by a third party and they are responsible for processing personal data in accordance with their own privacy policies.

CONTACT

If you have any questions about how Flamingo Swim School uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by email: flamingo.swim.uk@gmail.com

Privacy Policy: Updated 27 August 2023