



General Terms and Conditions

Health Conditions

I give permission for me/my child to participate in aquatic activity! I/My child am/is in good health and physical condition, and am/is not suffering from any condition that would prevent me/my child from engaging in this activity.

Booking

When we have received your confirmation and have sent you the booking confirmation email, your booking is definite. We ask for the full payment with immediate effect to reserve your time slot.

Extra Lessons

Children learn at different paces and on some occasions it may be necessary for your child to need more than 20 sessions. If this is the case then your instructor will inform you during the course. The extra lessons will be at the clients cost.

Responsibilities

Please read carefully and be aware that in registering your minor child for participation in this program, you will be waiving and releasing all claims for injuries you or your child might sustain as a result of participation in any class or activity conducted by Children of the Water, its agents and employees.

As a parent/guardian of a participant in Children of the Water, I recognize and acknowledge that there are certain risks associated. I agree to assume full responsibility of any injuries, property damage, or loss, which I, or my minor child, may sustain as a result of participating in any and all activities connected with or associated with Children of the Water. I agree to indemnify and hold Children of the Water harmless from any liability resulting from the use of premises and waive and relinquish all claims against Children of the Water facility and the owners that I or my minor child may sustain as a result of participating in any Children of the Water program. I have read and fully understand the above waiver and release of all claims, and it shall not be modified orally.

Cancellation Policy

Since we reserve the pool and instructor and are not able to fill your space with another child, we do not accept cancellations. Full payment will still be required; there is no refund. If your child becomes ill or if there is another valid reason why you are not able to participate in the course, we will discuss this with you and try to find a solution. This can be an extra lesson at another time, extended lesson, or even reschedule the course. This is at the discretion of Children of the Water and subject to parent's costs.

In the case of a cancellation, please inform us as quickly as possible.

Exception: The pre self rescue course consists of a package of 10 sessions. You can use the 10 sessions within three months.



Privacy Statement

Privacy is taken seriously at COTW. We follow government guidelines (GDPR) surrounding privacy and general best practices in protecting each client such as:

- Always requesting permission in processing personal data and your right to access.
- Taking the necessary security measures to ensure your personal data is protected
- Storing the minimum amount of personal data possible, and only what is relevant or necessary to meet the satisfaction of our parents.

When a course is booked with us, we request your email address, telephone number, payment details, name of your child, and date of birth. This information is used in order to keep you updated on your child's progress, and to share information such as useful tips for success, new lessons, offers, etc. by e-mail or WhatsApp. None of this data is shared with third parties.

Photographs

Photographs and filming may be taken in conjunction with lessons. I understand and agree that they may be used for informational and advertising purposes. If you don't agree, please let us know.

Bookings in Home (outdoor) Pools/Weather Conditions

We will not be able to take on bookings in your home pool if certain preconditions are not met. These include the size & depth of the pool and the water & air temperature. If the weather changes during a home pool booking then we will offer a one time space in our indoor pool at a time convenient for both parties. However, please note that we will not be able to return money in this instance.