

# Learn to Swim Terms & Conditions

## Direct Debit

1. You agree to make monthly Direct Debit payments until a cancellation is requested. Unpaid fees may be referred to a collections agency unless the cancellation procedure has been followed (see item 2 below)
2. If you want to cancel your membership, please speak to your swim co-ordinator or email [swimming@glasgowlife.org.uk](mailto:swimming@glasgowlife.org.uk). All swimming co-ordinators can be found on our website ([www.glasgowlife.org.uk/sport/learn-to-swim](http://www.glasgowlife.org.uk/sport/learn-to-swim)). A minimum of 14 days' notice is required for all cancellations. You will receive confirmation within 1wk that your cancellation has been processed and advised when your last paid lesson will be. A full months payment will be required if you do not give the notice required
3. We will apply to your nominated bank account for Direct Debit payments on or shortly after the 7<sup>th</sup> of each month. This covers lessons from the 6<sup>th</sup> of the month paid to the 5<sup>th</sup> of the following month
4. Membership fees are non-refundable or transferrable and we reserve the right to review membership fees annually. The paying member will be given at least 14 days' notice of any proposed change and will have the right to cancel the membership using the cancellation procedure; failing which, the increase will be deemed to have been accepted
5. Changes to your payment option require a 30 day notice period and can be made by either contacting your swimming co-ordinator or our customer service team on 0141 287 8931. Please ensure you advise us of any change to your contact/personal details
6. Please present your membership card when visiting or booking (quote the number when phoning). This helps us serve you quickly. Membership cards are non-transferable
7. Glasgow Sport operates a 48 week swim programme throughout the year including the summer months. All memberships paid by direct debit are charged for 45 weeks per year. This allows for up to 3 lessons per year that may be cancelled for unforeseen circumstances. Members with cancellations exceeding 3wks will be contacted and refunded appropriately
8. Direct Debit customers receive the following benefits\* as part of their membership:
  - i. **Free Progression Certificates**
  - ii. **Online Access to Home Portal**  
Registration is required before first use at [www.members.glasgowclub.org/homeportal/register](http://www.members.glasgowclub.org/homeportal/register)
  - iii. **Free Unlimited Leisure Swim Access**  
This is for the named individual member only (or both members for the adult & child lessons) and is non-transferable; if a member is under 8 years they must be accompanied by a paying adult. Please refer to the opening times of individual facilities before use.
  - iv. **One Free Family Swim Pass per month**  
A family pass is classified as up to two adults and three children (must include the swim member) and is reactivated each month

\* All benefits are subject to review and changes will be published on our website

## Top Up

1. You agree to make a payment for 10 consecutive lessons in advance to ensure you maintain your allocated space within the programme
2. If you wish to continue your swimming membership; you agree to top up your membership prior to the start of your last lesson. If your lesson is not topped up within this time period, your space may be reallocated
3. Membership fees are non-refundable or transferrable and we reserve the right to review membership fees annually. The paying member will be given at least 14 days' notice of any proposed change
4. A refund will only be considered if you choose to permanently withdraw from lessons for medical reasons. This can be arranged by contacting your swimming co-ordinator
5. If you decide to withdraw from the swimming programme before the start of your 10 week bundle; a full refund will be given.
6. Please present your membership card when topping up (quote the number when phoning). This helps us serve you quickly. Membership cards are non-transferable
7. Top Up Customers receive the following benefits\* as part of their membership
  - i. **Free Progression Certificates**
  - ii. **Online Access to Home Portal**  
Registration is required before first use at [www.members.glasgowclub.org/homeportal/register](http://www.members.glasgowclub.org/homeportal/register)

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## General Terms & Conditions

1. Where there are temporary closures of individual venues for essential maintenance or large scale events, we will contact you individually to either suspend your membership or offer an alternative venue (subject to availability)
2. Adult/Junior Classification & Conditions:
  - i. Adults are aged 18 years +
  - i.i. Juniors are aged 0 - 17 years
3. An adult must accompany juniors under 8yrs old and remain in the building at all times during a coached or supervised session
4. Please ensure you inform us of any conditions that may affect your participation within our lessons
5. You may be asked to prove entitlement to a concession discount at any time and must provide proof at least annually. Information on concession criteria and supporting documents can be found at <https://glasgowclub.org/Pages/Concessions.aspx>
6. Culture & Sport Glasgow does not accept responsibility for any loss, damage or injuries to persons participating in any activity in or on the facilities
7. Culture & Sport Glasgow reserves the right to amend these terms and conditions at any time, publishing the latest version on our website

If you have a query about your membership please ask at reception or contact the swimming co-ordinator in your venue  
[swimming@glasgowlife.org.uk](mailto:swimming@glasgowlife.org.uk)      [www.glasgowlife.org.uk/sport/learn-to-swim](http://www.glasgowlife.org.uk/sport/learn-to-swim)

Glasgow Life and Glasgow Sport are operating names of Culture and Sport Glasgow. Culture and Sport Glasgow is a limited company which is registered in Scotland with registration number SC313851 and has its Registered Office at Commonwealth Arena - 1000 London Road Glasgow G40 3HY. Culture and Sport Glasgow is a company limited by guarantee and is registered as a charity (No. SC037844) with the Office of the Scottish Charity regulator.