



Swimming Lessons – Terms and Conditions

Version 1.1 – Effective from 11th February 2026

These Terms and Conditions apply to all swimming lessons provided by Pyramid Leisure Ltd and MD Sports Solutions (together referred to as “the Providers”) at Pyramid Leisure Club and Lansbury Bridge. By continuing with a booking and/or making payment, the parent or legal guardian confirms that they have read, understood, and agree to be bound by these Terms and Conditions.

1. Definitions

- Providers: Pyramid Leisure Ltd and MD Sports Solutions
- Sites: Pyramid Leisure Club and Lansbury Bridge
- Swimmer: The individual participating in swimming lessons
- Parent/Guardian: The person with legal responsibility for the swimmer
- Block: A fixed number of lessons purchased in advance

2. Responsibility and Delivery

2.1 Swimming lessons may be delivered by either Provider depending on the Site and operational arrangements in place at the time.

2.2 Facilities, pricing, lesson structures, and operating procedures may differ between Sites.

2.3 Enrolment constitutes acceptance of the relevant Site’s procedures and these Terms and Conditions.

3. Bookings and Payment

3.1 All swimming lessons are sold in blocks and must be paid for in full in advance.

3.2 A swimmer’s place is not confirmed until payment has been received.

3.3 Payments are non-transferable unless expressly agreed in writing by the Providers.

3.4 Lesson fees may vary between Sites.

3.5 The Providers reserve the right to amend lesson fees with reasonable notice.

4. Site Access, Facilities, and Security

4.1 Pyramid Leisure Club

- 4.1.1 Pyramid Leisure Club operates within the Mercure Hotel. Access to the pool is via hotel reception and subject to the hotel's operating procedures.
- 4.1.2 On-site parking is managed by a third-party provider. Vehicle registration details must be entered in accordance with on-site instructions.
- 4.1.3 The Providers accept no liability for parking charges incurred.

4.2 Lansbury Bridge

- 4.2.1 Lansbury Bridge is a standalone leisure facility. Parents and swimmers must comply with all on-site signage and staff instructions.

4.3 Door Access Codes – Lansbury Bridge

- 4.3.1 Where access to Lansbury Bridge is controlled by a door entry code, the code will be issued at the point of booking or prior to the commencement of lessons.
- 4.3.2 The access code is provided solely for the purpose of attending scheduled swimming lessons and must not be shared with any third party.
- 4.3.3 Parents/guardians are responsible for keeping access codes confidential.
- 4.3.4 Any unauthorised sharing or misuse of an access code may be treated as a breach of these Terms and Conditions and may result in withdrawal of access, suspension or termination of lessons, without refund.
- 4.3.5 The Providers reserve the right to change access codes at any time for security or safeguarding reasons.

5. Cancellations, Refunds, and Cooling-Off Period

- 5.1 Once a block has commenced, no refunds will be issued for missed lessons, including illness, holidays, school events, or personal commitments.
- 5.2 Missed lessons are forfeited and cannot be rescheduled as of right.

5.3 Cancellations by the Providers

Where a lesson is cancelled by the Providers, a credit will be applied to the swimmer's account for the value of the cancelled lesson. This credit will be automatically deducted from the swimmer's next payment and holds no cash value.

- 5.3.1 Credits cannot be transferred, exchanged for cash, or refunded.
- 5.3.2 Where no further lessons are booked, credits may be carried forward for a reasonable period, at the discretion of the Providers.

5.4 Cooling-Off Period (Distance and Online Bookings)

5.4.1 Parents/guardians have the right to cancel within 14 days of the booking date, provided swimming lessons have not yet commenced.

5.4.2 Once the first swimming lesson of the block has taken place, the cooling-off period is deemed to have ended and no refunds will be issued.

5.4.3 By proceeding with the booking, parents/guardians acknowledge that swimming lessons are scheduled to commence within the cooling-off period and agree that the right to cancel is lost once the first lesson has taken place.

5.5 Refunds will not be issued for circumstances outside the Providers' reasonable control, including third-party venue closures or operational restrictions.

6. Catch-Up Lessons

6.1 Lansbury Bridge

Catch-up lessons are not available for swimming lessons delivered at Lansbury Bridge. Any lessons missed at Lansbury Bridge are forfeited.

6.2 Pyramid Leisure Club

Catch-up lessons may be offered at the discretion of the Providers and are subject to availability.

6.3 Eligibility Period

Catch-up lessons must be booked and attended within the same 12-week block in which the original lesson was missed.

6.4 Cancellation and Non-Attendance

Cancellation within 48 hours or failure to attend a catch-up lesson will result in the session being treated as a missed lesson and no further catch-up will be offered.

6.5 No Monetary Value

Catch-up lessons have no monetary value and cannot be exchanged for refunds, credits, or alternative sessions.

7. Class Structure and Progression

7.1 Lessons follow the Swim England framework.

7.2 Progression is based on ability, water confidence, technique, and attendance.

7.3 Completion of a stage within a single block is not guaranteed.

7.4 Decisions regarding class placement and progression rest solely with the Providers.

8. Behaviour and Conduct

8.1 Respectful behaviour is expected from swimmers, parents, guardians, and spectators at all times.

8.2 Abusive, aggressive, or inappropriate behaviour will not be tolerated.

8.3 The Providers reserve the right to suspend or terminate lessons immediately where conduct standards are breached, without refund.

9. Safeguarding and Supervision

9.1 Children must be supervised by a responsible adult before and after lessons.

9.2 Parents/guardians are responsible for children in changing areas.

9.3 Mixed-gender changing areas may be used in line with safeguarding guidance.

9.4 Alternative changing facilities may be available subject to availability.

10. Medical Information

10.1 Parents/guardians must disclose all relevant medical conditions or additional needs.

10.2 Failure to disclose relevant information may result in lessons being suspended.

11. Photography and Filming

Photography and filming during lessons is prohibited unless prior written permission has been granted by the Providers.

12. Instructors

12.1 The Providers endeavor to maintain instructor consistency but reserve the right to make changes where necessary.

12.2 All instructors are appropriately qualified and insured.

13. Data Protection

Personal data is processed in accordance with UK GDPR and used solely for administration, communication and safeguarding purposes.

14. Amendments

The Providers reserve the right to amend these Terms and Conditions at any time.

Continued attendance constitutes acceptance of updated Terms.

15. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

By continuing with a booking and/or making payment, you confirm acceptance of these Terms and Conditions.