

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. All swimming co-ordinators can be found on our website (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 7th of each month. This covers lessons from the 6th of the month paid to the 5th 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. Payments for lessons are spread equally across the year and are based on members being enrolled for 12 months. To illustrate; each lesson is £6.95, and customers are required to pay for 45 each year (£312), this is then split equally into 12 monthly payments resulting in a monthly direct debit of £26
9. 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
 - 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

* 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. Where possible, please Top Up your membership online via Home Portal. If you require to do this in person, please present your membership card to our reception team (quote the number if paying over the phone). This helps us serve you quickly. Membership cards are non-transferable. To support us in operating a cashless system, payment should be made using a debit card if possible.
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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 www.glasgowlife.org.uk/sport/learn-to-swim

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