

Pricing, Terms and Conditions

PRICING

Daily Rate

Minis **£50**

Bigs **£50**

Junior **£45**

Senior **£45**

Sibling Discount – 15% discount on 2nd sibling booked in one booking. *The Holiday Club will apply discounts retrospective. Discounts must be requested at the time of booking. Please email avpsportsandscamps@dulwichpreplondon.org*

Payment

We accept payment via Debit or Credit Card. Please note we do not accept American Express.

We no longer accept bookings payable by childcare vouchers. If you are unable to make a booking via debit or credit card. Please contact our team at avpsportsandscamps@dulwichpreplondon.org to discuss available options.

Terms & Conditions

Dulwich Prep London Swim School

Holiday Club is a trading name of Dulwich Prep London

Acceptance of terms and conditions

By booking, or by attending a swimming lesson or Holiday Club with us, you accept these terms and conditions and they will form a contract between us.

You will ensure that any children that you bring to the swimming pool/holiday club will follow the [Behaviour Code of Conduct](#) as set out in these terms and conditions.

We reserve the right to make changes to these terms and conditions at any time. You will be notified of changes by email.

Swim School - Booking

Swimmers will be entitled to one free trial/assessment lesson at the discretion of Dulwich Prep London.

To book lessons with Dulwich Prep London you must complete an online booking form. A swimming place is not reserved until both the online booking form and payment are received and you have confirmation of the place.

Holiday Clubs - Booking

All bookings will be confirmed by email.

Confirming an order is regarded as acceptance of our booking conditions.

Orders left with outstanding balances, once a club season has finished, will be passed to a debt recovery agency and customers will be liable for any additional debt recovery charges incurred to Dulwich Prep London.

Dulwich Prep London accepts payment by credit or debit card. Please note we do not accept American Express.

*Holiday Club Lunch is not provided at the holiday club. You will need to supply your child with adequate **nut-free** snacks and lunch. Water will be available.*

Holiday Clubs - Pricing Discounts

The best available price will always be offered to you at the time of booking.

The Holiday Club will apply discounts retrospective. Discounts must be requested at the time of booking.

Changing your Holiday Club booking

If you give us 10 or more days' notice you will be able to change your dates within the same holiday season, subject to availability, free of charge. If you wish to move dates to another season, this is possible on payment of £5 which is the current amendment fee. If you wish to move your booking to another season but cannot confirm exact dates then you may hold the value in credit on your AVP Sports & Scamps' account, minus the £5 amendment fee. Please note prices may increase from one year to the next.

If you give us less than 10 days' notice we will endeavour to change your dates within the same season (e.g. summer), subject to availability, on payment of a £5 amendment fee.

Amendment fees will be applied to your account at the time of amends, and thus will be either deducted from your account or need to be paid by credit or debit card.

We are unable to make any changes with less than 7 days' notice.

Holiday club - [Extended Care & Late pick up](#) Please note this will not be offered during the Easter 2022 Club

Payment

All lessons/holiday clubs must be paid for in advance.

Any payments more than 14 days overdue may result in your place no longer being held.

The fee for your lesson(s) or holiday club will be confirmed at the point of booking.

We accept payment via Debit or Credit Card. We do not accept American Express.

CHILDCARE VOUCHERS we no longer accept bookings payable by childcare vouchers. If you are unable to make a booking via debit or credit card. Please contact our team at avpsportsandscamps@dulwichpreplondon.org to discuss available options.

Closures and cancellation

In the event of a cancellation of activities, you will be contacted via email as soon as possible. Please note that we can only make contact if the correct contact details are given on the booking form.

Dulwich Prep London will issue a credit on your account for any lessons/holiday clubs cancelled by us.

Cancellations

Swim School - Should you wish to cancel your term's booking we require 14 days' notice of cancellation. We are not able to refund individual lessons or pro-rate for the term if you cancel partway through.

All cancellations for swimming lessons should be made by email to swimschool@dulwichpreplondon.org

The Holiday Club - If you give us at least 28 days' notice before the date(s) you would like to cancel, we will refund all monies paid.

A refund will only be considered in cases of illness and on the presentation of a doctor's certificate. However, please note that there is a 20% cancellation fee in such circumstances to cover administrative and staff costs.

If you give us less than 28 days' notice before the date(s) you would like to cancel, no refund is available.

Please allow 10 working days to process refunds.

All cancellations for holiday club bookings should be made by email to avpsportsandscamps@dulwichpreplondon.org

The Holiday Club

In exceptional circumstances we may have to cancel particular dates, in this event, we will try to give those booked onto the Holiday Club programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled if preferred.

Illness

If your child is feeling unwell, we recommend that you do not bring them to their swimming lesson or holiday club.

Children with a contagious illness should not attend swimming or holiday clubs for a period of 48 hours after the symptoms have passed.

Should your child appear to be ill during a lesson or whilst attending holiday club we reserve the right to cancel their lesson/holiday club place.

Dulwich Prep London is unable to offer refunds for swimming lessons missed due to illness or any other reason.

Holiday Club only - A refund will only be considered in cases of illness and on presentation of a doctor's certificate. However, please note that there is a 20% cancellation fee in such circumstances to cover administrative and staff costs.

Holiday Club - Adverse Weather Conditions

In the unlikely case that we are unable to run the camp due to adverse weather conditions, Holiday Club will offer a full refund or credit for another day.

Holiday Club will endeavour to advise customers of any closure by means of email, text, or notification on the School website as soon as possible. The website will be updated with the most up-to-date information.

If customers are unable to attend camp during adverse weather conditions but the camp is open, no refund will be applicable.

Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website www.metoffice.gov.uk

It is the responsibility of parents to ensure children have appropriate clothing and sun protection.

Medical conditions

You must inform us of any medical conditions when completing the booking form. Any new conditions that may affect your child when swimming or participating in holiday club activities, should be made known to Dulwich Prep London via email at swimschool@dulwichpreplondon.org or avpsportsandscamps@dulwichpreplondon.org

Essential prescribed medication must be handed into each child's AVP Sports and Scamps Manager for safe-keeping.

Swim School - Teaching policies, procedures, and parental responsibilities

All Dulwich Prep London lessons are taught by teachers with suitable qualifications.

All teachers have undergone an enhanced DBS check and safeguarding training.

In the event that a teacher is unable to attend a lesson, we will endeavour to find a cover teacher. In the event that a teacher is unable to teach at extremely short notice, we reserve the right to join classes if appropriate in order to avoid some swimmers missing a lesson. Classes would not be joined if this results in the class size being exceeded as per the Swimming Teachers Association guidelines.

While we try to provide a consistent teacher for each class, we cannot always guarantee that your the child will have the same swimming teacher each week.

Swimming teachers are only responsible for pupils during their swimming lessons and parents/carers are responsible at all other times. The swimming lesson begins when the swimming teacher accepts charge of pupils and ends when the lesson time finishes.

Parents/carers must remain on the site while the pupil is in their lesson. This is imperative in case of the unlikely event of a medical emergency, building evacuation, or other emergency situation. Parents/carers must not distract a swimming teacher during lesson time. Parents can speak with teachers briefly at the end of each lesson. Longer discussions can be requested by emailing

swimschool@dulwichpreplondon.org

Holiday Club - Available Dates and Activities

All the information in our literature is correct at the time of printing.

Changes may occur and, if so, Holiday Club will inform parents via our website as quickly as possible.

Not every activity pictured in our literature is available every season or every day.

Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.

Activity timetables displayed on camp are a guide and are subject to change. Specific extra activities such as swimming are scheduled as much as possible, if you are booking individual days, we cannot guarantee these activities will fall on those particular days.

Please discuss timetable changes with your Club Manager and team.

The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.

Holiday Club - Friend Requests

The Holiday Club ethos ensures that children will make new friends on camp. Camp groups fill up on a first-come, first-served basis. There is no guarantee that friends – or siblings – can always be placed together. Please note 4 and 5-year-olds cannot be moved up an age group due to additional supervision requirements for this age group.

Holiday Club - Toilet training

Holiday Club asks that children attending camp have been toilet-trained. If a child is still in nappies, he/she is unsuitable for camp activities, and the company asks that the child is not booked onto camp.

Holiday Club understands that accidents can happen, and suggests that younger children bring a change of clothes. Holiday Club may ask parents to remove a child who soils persistently – in which case no refund will be given.

First Aid

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary.

Swim School - General pool rules/dress code

It is advised that swimmers must shower, use the toilet, and blow their nose before the lesson begins (variations may apply in relation to coronavirus if advised by Swim England).

Shoes must not be worn on the poolside by swimmers or parents/carers.

Swimmers must either tie back long hair or wear a suitable swimming cap.

Children may wear swimming goggles if they choose to. Teachers may sometimes request goggles to be removed during lifesaving activities.

Swimmers and parents/carers should not enter the poolside until 2 minutes before the start of their lesson time.

Swimmers should not enter the water until invited to do so by their swimming teacher.

Swimmers must leave the pool as soon as the teacher has ended the lesson.

Under no circumstance should anyone run on the poolside.

Safety of our swimmers is paramount, anyone unknown to Dulwich Prep London who cannot reasonably identify themselves and gives cause for concern in relation to safety will be asked to leave the premises.

Pupil progression and badges

All swimmers are taught and assessed in line with the Swimming Teachers Association Award System.

Swimming teachers will continually assess pupil progress.

Progression of swimmers will be at the discretion of the teacher.

Dulwich Prep London will contact parents/carers to discuss swimmers' moving classes. This can happen at any time during the year.

Due to the continuous progressive nature of our lessons, a space may not be immediately available when your child needs to move up. In this instance, they will be given the next available space in a suitable class.

Missed Sessions

Please notify Dulwich Prep London if your child is going to be absent from lessons or Holiday club.

We are unable to offer a refund for a lesson/holiday club booking that is missed for any reason.

We are unable to offer replacement lessons/holiday club sessions as this could result in our maximum class sizes being exceeded.

Lost Property

Dulwich Prep London is not liable for any loss or damage to property brought onto their site.

Lost property will remain on Swim School/Holiday Club until the last day of club activities or the last day of term for Swim School.

Unclaimed lost property will be given to charity and will not be left at the school.

Holiday Club - Mobile Phones and Electronic Devices

All electrical devices are prohibited at the Holiday Club. If found, children will be asked to place the device in the Club Manager box which will be locked and secured at all times.

Parents/Guardians are required to contact the Club Manager if they wish to speak with their child during camp.

Dulwich Prep London will not take any responsibility for the damage or loss of any electronic devices that are brought into the holiday club.

Complaints

Any grievances with Dulwich Prep London or any of its staff should be made in writing as soon as possible to swimschool@dulwichpreplondon.org avpsportsandscamps@dulwichpreplondon.org

It will be dealt with under the school's complaint procedure.

Holiday Club - Photography and Video

Please be aware that the Holiday club occasionally take photographs/videos of children at the club for promotional and informational material.

If filming is due to take place, a notice will be put up in the reception area of camp for you to view on arrival. Please advise the Club Manager at registration, if you have any objections.

Data

Information held by Dulwich Prep London may be shared with organisations such as the police and social services. This may be done without your consent, particularly if there is good reason to do so, such as enhancing the safeguarding of a child in a timely manner.

COVID-19

By attending swimming lessons/Holiday club sessions with Dulwich Prep London, you are accepting responsibility to adhere to all the latest government guidelines in relation to COVID-19.