

# Terms and Conditions for Puddle Ducks Catch Up Lessons

**November 2016**

## **Catch Up lessons**

- If you are unable to attend a lesson you are able to book it as a 'holiday' through the 'My Puddle Ducks' area of our website or by contacting your local office. As a goodwill gesture, we will add a 'Catch Up Voucher' (of no cash value) to your account. This can be used to book an alternative lesson, subject to availability, through the 'My Puddle Ducks' area of our website or over the phone with your local office.
- 'Catch Up lessons' can only be taken by current paying customers i.e. the catch up must be taken whilst you are still within a paid-for block of lessons.
- 'Catch Up lesson' bookings can only be made a maximum of 7 days before the lesson you wish to attend.
- If, having let us know you cannot attend your normal lesson, your circumstances change and you are able to attend the lesson, you must let us know in case another 'Catch Up lesson' has been booked in your space. Please do not just turn up to your normal lesson as, if the class is full, you and/or your child will not be able to enter the pool for insurance reasons.
- Your payment has reserved your place just for you and if you miss a lesson for any reason we are unable to refund you. 'Catch Up Vouchers' are a goodwill gesture by us (Puddle Ducks) and no replacements or alternatives can be offered.
- If you are unable to attend a 'Catch Up lesson', either because there is no availability/space or because you don't have the flexibility to travel to alternative options available, no replacements or alternatives can be offered.
- 'Catch Up lessons' can only be taken within your regular Puddle Ducks area.
- 'Catch Up Vouchers' have a 6 month expiry date and no cash value.

'Catch Up lessons' can only be attended if a space is available. Should the space be taken by a new customer booking, we reserve the right to cancel the catch up lesson even at short notice. We will send you a text message to inform you if this happens and the 'Catch Up voucher' will be re-added to your account.