



Fish 2 Water: TERMS AND CONDITIONS

The following Terms and Conditions form the basis of a Contract between You and Fish 2 Water (F2W). Please take the time to carefully read through this Contract. By selecting the tick box, you are acknowledging that you have read, understood, and agree to the following terms and conditions.

1. **Participant Health.** The person(s) names in the booking must meet the physical requirements for the course they are signing up for. Any long-term health conditions, medications, and disabilities that are relevant to the participation in the activity that they are signing up for must be declared in the booking or as soon as it becomes apparent. Participants that have asthma, cardiovascular deficiencies, high/ low blood pressure or could be pregnant are asked to seek advice from your doctor about your readiness to participate.
2. **Cancellations, changes, and refunds** Once a booking has been made you have 24 hours cool off period to receive refund minus the merchant fees. This does not apply however if the event is in 48 hours. All bookings thereafter are non-refundable and can only be credited if a full paying replacement is found. If a session is cancelled due to weather or another reason outside our control, we will offer you an alternative date where possible. If the weather conditions are not suitable for one location but are ok for another the swim location will be changed rather than cancelled. In the event that the conditions are not suitable Junior swimming sessions will become a beach-based session rather than being cancelled.
3. **Code of Conduct** F2W staff will not allow any Child or Adult in the water who does not wear the appropriate swimwear and or exposure protection based on our expertise.
4. **Property** F2W will not accept any responsibility for the loss or damage of any personal possessions.
5. **Photography and Video** will be made at the discretion of the coach. If you do not wish for either yourself or your child to be included, it is important you make us aware. If F2W plan to take any photographs or video's during a course/session, we will ask permission before so. If you give permission for the recordings, you are also giving permission for us to use the footage in promotion.
6. **Data Protection Policy** F2W will not use or make available any personal information that we hold to any third party. F2W will not use your personal information except to send you promotions, mailing marketing, course information and notifications. F2W reserves the right to amend its booking terms and conditions and associated documentation at any time. These Terms and Conditions do not affect your statutory rights.

Please see our policy section for all policy documents. Reviewed July 2023