

## Live Borders Learn2 Terms & Conditions

Live Borders Learn2 swim programme runs for 50 weeks of the year with a two-week break over the Festive season. Your Direct debit covers 48 lessons, two additional sessions are built into the programme to allow for unscheduled cancellations.

This copy is for your records. Your contract with Live Borders requires that you agree to these Terms & Conditions.

1. Please advise Live Borders of any changes to your registered details as soon as possible to ensure that your contact details are up to date,
2. Live Borders will collect your monthly Direct Debit on the first banking day of the month. Payments are collected one month in advance and will be collected until cancellation or approved suspension under medical circumstances.
3. On joining pro-rata payments must be paid by cash or card on site until such time as your first Direct Debit payment is activated.
4. Your 12 monthly payments covers **48** weekly swimming lessons, there is a two week break at Christmas.
5. In the event of more than two classes being cancelled due to unforeseen circumstances we shall endeavour to provide an alternative lesson where this is possible.
6. In the event of a facility becoming unavailable for a period of time Live Borders will endeavour to provide an alternative venue. Memberships may be suspended if you are not able to access the alternative, or if Live Borders are not able to provide an alternative venue.
7. Cancellation of your child's membership must be made in writing to [swimminglessons@liveborders.org.uk](mailto:swimminglessons@liveborders.org.uk) or via post to Live Borders, Council Headquarters, Newtown St Boswells, Melrose TD6 0SA. Cancellation notice must be received by Live Borders a minimum of 30 days to the collection of your Direct Debit. Cancellation shall be effective from the 1<sup>st</sup> of the following month. Members are responsible for cancelling their DD instruction at their own bank.
8. Your Direct Debit secures your child's place in the Learn2 programme. Memberships cannot be suspended for family holidays etc.
9. Membership cards are issued to all members and must be swiped for each visit. Membership cards are non-transferrable and may not be used by siblings or friends. Any fraudulent use will result in cancellation of the membership with no refund being made.
10. Lost or damaged cards will be subject to a replacement charge.
11. Learn2 membership entitles the member to free access to public swimming sessions. Flume, inflatables and fun sessions are excluded and should be paid for at the time of booking/visiting. Accompanying adults are required to pay for their swim, please see link for [Public Swimming - Swimming Classes - Live Borders](#)
12. You are responsible for ensuring that a responsible adult accompanies your child to and from swimming lessons.
13. Live Borders reviews charges annually, new membership charges will be effective from 1 April of any year. You will be advised in advance and have the right to cancel your membership using the cancellation procedure.
14. Live Borders reserves the right to refuse or withdraw membership at any time.
15. Live Borders does not accept responsibility for any loss, damage or injury to persons participating in any activity in or on the facilities.
16. Live Borders reserves the right to amend these terms and conditions at any time and will provide you with an updated copy. You will be advised in advance and have the right to cancel your membership using the cancellation procedure.
17. The use of lockers will be compulsory at **Swimming Pools**. All belongings must be placed in a locker and not left in a cubicle. This allows the staff to carry out touch point cleaning. Our lockers are operated with a £1 coin or a token that you can purchase on site.