TERMS & CONDITIONS

Updated: January 2026
Effective: January 2026

Daddy Shark Swim School is a trading name of Daddy Shark Ltd, company number 12635111, registered office 82A James Carter Road, Mildenhall, Suffolk, IP28 7DE.

Our service to you

We provide swimming lessons delivered by qualified Swim England or STA swimming teachers.

Lessons are 25 minutes in the water, with a short changeover period for registers and lesson administration.

Class sizes are usually:

- up to 4–6 children for lessons without parents in the water
- up to 12 swimmers per teacher for lessons with parents in the water

We reserve the right to change class size, structure or format where required.

Enrolment and teachers

Enrolment is for a place within Daddy Shark Swim School and is not with a specific teacher.

Whilst we aim to keep teacher changes to a minimum, teachers can and do change due to operational requirements and notice may not always be possible. Teacher preference cannot be guaranteed.

Lesson days and times are not guaranteed each term due to timetable restructuring.

Parent and carer responsibilities

Parents and carers must ensure that:

- Children arrive on time for lessons
- Children use the toilet before their lesson

- Parents/carers do not approach poolside unless invited by the teacher
- Children remain away from poolside until called forward by the teacher

Children who are not in the water, including siblings, remain the responsibility of the parent or carer at all times. This includes ensuring children do not run poolside, climb on furniture, or interfere with equipment or lessons.

Parents and carers must not assist with teaching during lessons unless for medical reasons and with prior agreement from the teacher.

Parents and carers must remain on the premises while their child is in their lesson.

Fees and payments

All prices are subject to change.

Payment must be made by the stated due date to secure a swimming place. All lessons are paid for in advance.

Lessons are typically run as term-based courses (up to 12 weeks) and are not flexible weekly sessions.

Failed GoCardless payments will incur a £12 missed payment fee.

Cancellations and refunds

We do not offer refunds for cancelled lessons or private hire.

If you wish to cancel lessons, notice must be given by email to swim@daddysharkswimschool.com or via the Parent Portal. No other cancellation methods are accepted.

Once notice is received, your child's final lesson will be the last lesson covered by payment already made. Where a GoCardless payment is scheduled but has not yet been requested, we will ask GoCardless to stop any future payments within two working days of receiving the notice of cancellation. This will be confirmed by email.

GoCardless requests payment from your bank three working days before the payment due date. Once a payment request has been submitted, Daddy Shark Swim School is unable to cancel it. If a cancellation is received too close to the payment due date for us to action before GoCardless requests payment, the payment may still be taken. If the payment clears, it will stand and your child's final lesson will be the last lesson covered by that payment. If the GoCardless mandate is cancelled during this three-day period to prevent payment being taken, a £12 missed payment fee will apply.

No refunds or catch-up lessons are available for missed lessons due to illness, holidays, work commitments or other reasons outside our control.

If a lesson is unsuitable for a child, we reserve the right to cancel the space. An alternative lesson may be offered at our discretion, subject to availability. No refund will be issued for any remaining lessons.

Lesson cancellations by us

If a lesson is cancelled due to teacher illness, mechanical failure or circumstances beyond our control, we will provide a replacement teacher where possible.

If cover is not available, a credit will be issued for use in the following term.

Insurance and facilities

We hold public liability insurance covering swimmers while attending lessons.

Lessons take place at hired facilities, and we have limited control over those venues. Any issues relating to the facility itself must be raised with the venue operator.

Photography and videoing

To safeguard all swimmers:

- Mobile phones and devices with cameras are **not permitted in changing rooms**.
- Parents and carers may take **occasional photos or short videos of their own child only**.

- Parents and carers must **speak to the teacher before taking photos**, so an appropriate time can be identified.
- Photography must **not be continuous or disruptive** to lessons.
- **No other swimmers may be visible or identifiable** in images.
- Any images which include another child, even unintentionally, **must be deleted**.

We reserve the right to stop photography or request deletion of images where this policy is not followed.

Any photographs or videos taken by Daddy Shark Swim School will only be used with the prior consent of the child's parent or carer. Images are never shared publicly without permission.

Venues

Lessons operate from hired venues including Ormskirk C of E Primary School and Everlast Gym, Southport, as well as other venues we may use from time to time.

Certificates

Certificate testing is at the teacher's discretion.

Certificates are purchased separately and must be paid for in advance.

Certificates will be ready to collect, usually five working days after ordering. Certificates are not posted.