

Swimming pool De Heerenduinen in Velsen

General terms and conditions swimming lessons

The general terms and conditions below apply to swimming lessons at SRO Zwembad De Heerenduinen in Velsen, hereinafter referred to as The Accommodation.

1. Participation

- a. For participation in the swimming lessons, please contact the reception of the swimming pool where the swimming lessons are given. For more information about the various accommodations, you can also visit our internet site: www.zwembadvelsen.nl.
- b. After registration and payment of the registration fee, you will receive proof of registration (in the form of a wristband).
- c. If there is a waiting list for the swimming lesson of your choice, the date of registration will be your serial number.
- d. The proof of registration (wristband) is also the admission ticket for the child to come and swim for free accompanied by an adult during the period he/she is on the waiting list, during the swimming lesson period and during holidays. Please note: during the period the child is on the waiting list and during the swimming lesson period, the child has free access, parents/accompanying adults must pay an entrance ticket. Swimming straps are compulsory for children without swimming certificates.
- e. If a place is available, a starting date and time for the lessons will be agreed with you by telephone. You will receive a written confirmation with all relevant information, including the lesson fee to be paid.
- f. Changing the day and/or time is possible. However, there must be a placement possibility on the day and time of your choice. Changes can only be made in consultation with the Accommodation.
- g. The Accommodation reserves the right to make changes to the swimming lessons timetable.
- h. SRO reserves the right to make changes to its swimming activities regarding duration, time, unit and experience.
- i. The minimum age for participating in swimming lessons for the A-diploma is 4 years.
- j. After registering for swimming lessons, you will automatically receive the digital newsletter with information about swimming lessons and other fun activities. You can unsubscribe from this at any time.

1. Diploma swimming

- a. SRO issues diplomas that meet nationally (Dutch) recognised standards for obtaining a swimming diploma.
- b. Only when your child meets the nationally recognised standards of the diploma may your child swim off at the place and time indicated by Accommodation.
- c. If your child is allowed to swim, you will receive a written invitation with the test date and all relevant information.
- d. If your child wishes to continue after the exam for an advanced diploma, you must inform reception before the exam in order to facilitate the planning.

1. Payment of lesson fees

- a. The fees for regular swimming lessons are paid periodically in advance, in cash or by pin at our cash register.
- b. Once the lesson fee has been paid, you will receive a lesson card that is valid for a certain period of time. Lesson cards run until the expiry date. The new card always takes effect immediately after the expiry date, except in the case described in Article 5 under (c).
- c. Additional administrative costs will be charged for any registration and diploma swimming.
- d. A change of group or lesson / activity may entail a change in swimming fees.
- e. The price of lessons and activities are periodically redetermined by SRO.
- f. SRO reserves the right to adjust fees in the event of changes in its swimming activities. In the event of autonomous price developments beyond SRO's control, SRO also reserves the right to adjust rates.
- g. In case of interim cancellation of registration or swimming lessons subscriptions, e.g. in case of relocation, SRO applies a

cancellation period of 4 weeks. You must give us 4 weeks' notice in writing or by email. You can cancel on the 1st of the month.

1. Payments by direct debit

It is currently not possible to pay by direct debit.

1. Right to catch up lessons or refund of lesson fees

- a. The lesson card is valid until its expiry date. You must always show a valid lesson card at the Accommodation reception.
- b. On official holidays (New Year's Day, Easter Sunday and Easter Monday, King's Day, 5 May in anniversary years, Ascension Day, Whit Sunday and Whit Monday and Christmas Day) there will be no lessons. These lessons will, therefore, not be charged.
- c. For 6 weeks during the summer holidays and the two weeks of Christmas holidays of the primary schools in the region of the swimming pool, there will be no swimming lessons. This period will not be charged. If you go on holiday outside this period, you will owe lesson fees during your absence. If summer swimming lessons are organised, and you wish to participate, you should sign up for these separately. The costs of these lessons can be offset against credits on your lesson card and/or paid separately.
- d. In the event of your child's illness, please inform reception. If your child is expected to remain ill for 14 days, you should return the lesson card to reception. Renewal of the lesson card only takes place after at least 2 weeks of illness. The first 2 weeks are at your own risk. There will be no refund of lesson fees.
- e. If a lesson or activity cannot take place due to circumstances beyond our control, we will try to inform you as soon as possible. The lesson card will be extended for the missed lessons. Tuition fees will not be refunded. Any (consequential) damage you may suffer will not be reimbursed.
- f. Remaining swimming lesson credits are non-refundable.

1. Privacy protection

In compliance with the General Data Protection Regulation (AVG), SRO will treat your and the child's personal data strictly confidential. We only collect personal data relating to the health of the child for safety reasons and for the possible preparation of appropriate advice. These data are therefore used by SRO solely for this objective and are not disclosed to third parties. The data collected will also not be kept longer than necessary and will be deleted from our files at your request. By accepting these general terms and conditions, you agree to the processing of personal data as referred to above.

2. Miscellaneous

SRO reserves the right to unilaterally amend these General Terms and Conditions. The most up-to-date version of these General Terms and Conditions for Swimming Lessons can be found on our website, on this page. In cases not covered by these General Terms and Conditions, the SRO management will decide. By using the swimming pool, you accept these General Terms and Conditions.

(Version 1 September 2023)