

# General Terms and Conditions Swimming Lessons

## Sportplaza Wassenaar B.V. "Sterrenbad"

General terms and conditions listed below apply to the swimming lessons at Sportplaza Wassenaar B.V. "Sterrenbad"

### 1. At SportPlaza Wassenaar B.V. "Sterrenbad" you can enroll in the following swimming lessons or courses:

- Swim- ABC
- Zwemvaardigheid I, II, en III (Swim skills)
- Bronze, Silver, Gold (English Advanced Swimmer Series, STA)
- Small group lessons (max. 4 students)  
*(for lesson cancellation conditions, see clause 6)*
- Private Swimming lessons (one on one)  
*(for supplementary conditions, see clause 8a)*
- Turbo Swim course A (max. 4 students)  
*(for supplementary conditions, see clause 8b+8c)*
- Turbo Swim course B (max. 6 students)  
*(for supplementary conditions, see clause 8b+8c)*

### 2. Registration

- a. You can register your son/daughter through the pupil tracking system on our website:  
[www.sportplazawassenaar.nl](http://www.sportplazawassenaar.nl)  
**Please note:** This registration will only be activated after payment of the registration fee at the Sterrenbad reception, within 14 days of registering online.
- b. You can also register your son/daughter at the Sterrenbad reception. (Generaal Winkelmanlaan 2 in Wassenaar) After having paid the registration fee, the registration will become active.

Upon paying the registration fee, you will receive; Jip's registration package (incl. swim bag, Jip's magnetic card and Jip's stickerbook with stickers)  
*(Jip is the swimming lesson mascot of all the establishments associated with Sportfondsen Nederland.)*

#### **Jip's magnetic card is your proof of registration!**

This magnetic card will give your son/daughter free access, whilst still on the waiting list, during our recreational hours of operation. This only applies when the child is under supervision of a paying adult.

### 3. Start of the swimming lessons

- Children can be registered from the age of 3. The minimum age for participation in the swimming lessons is 4 years.
- As soon as we have a space for your son/daughter you will receive a phone call from our receptionist.
- We will inform you about the available days and times after which you may choose the most convenient for you.

- Afterwards you will receive a confirmation email, containing all the relevant information about our swimming lessons. Also you will receive your personal password, which you can use to log on to the pupil tracking system.

### 4. Participation in the swimming lessons

- Your son/daughter will only be granted access to the swimming lessons after using a **valid Jip's magnetic card** to pass through the tourniquet.
- If Jip's magnetic card is invalid/expired you can have it upgraded at the reception.
- If you have forgotten Jip's magnetic card, then you will have to pay a onetime registration fee of € 2,50 for a day pass, at the reception. This is only possible if you have a valid membership.
- **We urge you to be on time for the swimming lessons.**
- You can change in the large changing rooms (in which you can leave your clothing) or in the smaller changing rooms (from which clothing has to be put in lockers!)
- We kindly ask you to limit your shower time before and after the lesson. Because of the limited time, **use of shampoo, before or after the lessons, is prohibited.**

### 5. Payment of membership fees/ Reimbursement of membership fees

**When you wish to cancel your membership, you must notify us, 4 weeks in advance, by way of email to [sterrenbad@sportplaza.nl](mailto:sterrenbad@sportplaza.nl) or letter.**

- The membership fee needs to be paid in full, either for a four week or thirteen week period in advance. You can do this by pin or cash.
- The renewed membership will be extended, by four or thirteen weeks, always starting on the date the old one ended! Even if your son/daughter has missed some lessons.
- Because your son/daughter has a reserved place in his/her swimming group, the lessons must always be paid for, even if there is a valid reason for missing the lesson.
- In exceptional circumstances Sportplaza Wassenaar can give you an exemption from your payment obligation (see clause 6).
- If you don't fulfill the payment obligation, the management has the right to deny your child access to the swimming lessons, until the amount due is paid in full.
- Membership fees will not be reimbursed.

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- The value of your valid swimming lesson membership will be converted into single entries for recreational swimming.
- The swimming lesson rates will be set each year, on the first of January, by Sportplaza Wassenaar B.V.

### 6. Exceptional Circumstances.

#### **Cancellation / rescheduling swimming lessons, cancelling the membership, official holidays and circumstances beyond one's control, swimming lessons during the summer holidays.**

(Only possible if you have a valid swimming lesson membership)

#### ***Cancelling / rescheduling a swimming lesson***

- Through the pupil tracking system, you can cancel your son's/daughter's swimming lesson, on his/her own page. **This must be done at least five hours before the start of the lesson.**
- Cancelling *a swimming lesson* gives you the right to one makeup lesson, which you can reschedule and reserve through the pupil tracking system.
- Or you can choose to use it, together, in the Parent & Child swim on Tuesday evening from 6.15-7.00. You will have to be in the water with your child. There will also be a qualified teacher present, to give you advice in the levels A1 through A4.

#### **Please note!**

- The **maximum credit** for make up swimming lessons is 3. After reaching the maximum you need to book a make up lesson before it is possible to cancel another lesson.
- If you ask us to cancel the lesson for you, you will only receive half a credit.
- Make up lessons can only be used when you have a valid card.

#### ***Cancelling the membership: long-lasting illness/accident***

- In case of absence due to long-lasting illness/accident (longer than 14 days), we ask you to notify us by way of email or letter.
- Cancelling and (after recovery) renewing the membership will only take place after at least two weeks of absence.
- The first two weeks are at your own risk. You can, however, cancel these lessons yourself through the pupil tracking system. These cancellations gives you the right to makeup lessons. Membership fees will not be reimbursed.

#### ***Official holidays and circumstances beyond one's control.***

- On New Year's day, Easter, Kingsday, fifth of May (five yearly), Ascension Day, Whitsun and Christmas, December 31, all swimming lessons will be cancelled. If your son's/daughter's swimming lesson is on one of these days, your membership will be extended.
- If swimming lessons have to be cancelled due to circumstances beyond SportPlaza Wassenaar's control, we will notify you as soon as possible. For these missed lessons we will extend your swimming lesson membership. Membership fees will not be reimbursed.

#### ***Swimming lessons during the summer holidays:***

- During the Dutch primary schools 6 weeks summer holidays in the Sterrenbad district, a different schedule will be in place for the swimming lessons. All regular swimming lesson memberships will be discontinued during this period and extended by 6 weeks. The normal schedule will take effect at the start of the new Dutch school year.
- SportPlaza Wassenaar will organize swimming lessons during the summer holidays. If you wish to partake in these lessons, you can register through the pupil tracking system.
- Cancelling and rescheduling of these holiday lessons is only possible if you do so at least twelve hours before the start of the lesson.
- If you go on holiday **outside of these 6 weeks summer holidays** (the Dutch primary schools in the Sterrenbad district), you will be obligated to pay for the lessons you missed during your absence. (clause 5, third -)

### 7. Diploma swimming (5 / 6 times a year)

Sportplaza Wassenaar issues diplomas from the Nationaal Platform Zwembaden (NPZ). These are nationally recognized swimming diplomas. Only when your child meets with the standards demanded by the NPZ, he/she will be able to take part in the swim test.

When your child meets the requirements, you will receive an invitation by email, in which you will find the pre test date and other relevant information.

After a positive pre test result your child will receive his/her invitation for the diploma test right away.

If your child wishes to continue for the next diploma, we advise you to register him/her

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immediately after the diploma test, at reception, as there are limited spaces.

### 8. Other relevant information concerning the swimming lessons.

#### a. Supplementary conditions private swimming lessons.

- Private swimming lessons (one or two people per teacher) must always be paid for per month, on the day of the last lesson of the previous month.
- When you wish to cancel you must do so at least 24 hours before the lesson. 50% of the price of this lesson will be deducted from next month's payment.

#### b. Supplementary conditions Turbo swim course A and B.

##### Kickoff lesson:

Prior to the definite placing of your son/daughter in the Turbo swim course A, he/she will have to take part in a kickoff lesson to determine whether he/she possesses the required skills to start the course. This kickoff lesson will take place on a date and time to be determined by Sportplaza Wassenaar. Afterwards the results will be discussed with the parent/guardian.

##### Participation:

To be able to participate in one of the Turbo swim courses your son/daughter needs to be at least 5 years old. In special circumstances management can decide to deviate from this age limit. To be able to participate in the Turbo swim course B, your son/daughter needs to be in possession of Diploma A from the swim ABC.

#### c. Presence clause Turbo swim course and the continuation guarantee in the regular swimming lessons.

- *Presence clause:* To be able to qualify for the diploma test, your son/daughter may only miss one afternoon of lessons (three, 45 minute lessons).
- If your son/daughter does not meet the requirements for the diploma test after finishing the Turbo swim course, without having missed any lessons, **Sportplaza's continuation guarantee** will give you the opportunity to continue swimming in our regular lessons, for free, until the next diploma test date.
- If (it is to be expected that) your son/daughter will have a long lasting or periodical absence due to injury or illness, you do have the right to continuation lessons, free of charge, provided that

a doctor's note can be presented. Such a request can only be made by way of letter or email:

[zwemzakensterrenbad@sportplaza.nl](mailto:zwemzakensterrenbad@sportplaza.nl)

- In case of early termination, course fees will not be reimbursed.

### 9. Privacy policy

- In compliance with the Data Protection Act, all personal data, processed by Sportplaza Wassenaar B.V., will be strictly confidential.
- Personal data provided to us by parents/guardians, *concerning the health or development of a child*, is only collected because of safety reasons and/or, if need be, to enable us to form a sound advice. This data will therefore only be used for this purpose and will not be given out to third parties by Sportplaza Wassenaar B.V. This specific data (health related) will therefore not be kept longer than necessary and will be deleted from our files per your request.

### 10. Compliance with general terms and conditions and terms and conditions of access.

- From the moment your son/daughter starts his/her first swimming lesson for diploma A of the swim ABC in Sportplaza Wassenaar B.V. Sterrenbad, you have agreed to the following:

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- When making use of the accommodations provided by SportPlaza Wassenaar B.V. you will also have accepted the terms and conditions of access, clearly visible at the reception in the entrance hall, on the ground floor (near the entrance to Njoy Fitness and in the WZK entrance hallway).
- In circumstances where these general terms and conditions do not comply, the final decision rests with Sportplaza Wassenaar management.