

ARDINGLY ACTIVE

General Terms & Conditions



1. GENERAL INFORMATION

These terms and conditions apply to all Ardingly Active ventures. Please read these terms and conditions carefully and let Ardingly Active if there is anything you do not understand or are unsure about.

2. BOOKINGS & PAYMENTS

All Ardingly Active bookings (except for Swim School) will need to be completed online via OpenPlay, our online booking system. Once the process has been completed you should receive a booking confirmation email.

Cash & Cheque payments are not accepted.

Please inform Active Active if any information you provide becomes out of date or is no longer correct. This includes, for example, contact details or medical information which may be relevant to the use of the facilities.

Gym Membership

Ardingly Active reserves the right to vary membership fees; you will be given one calendar month's notice of any fee increase. You may cancel your membership if you do not accept the increase.

3. REFUNDS & CANCELLATIONS

Ardingly Active must be notified of any cancellations; cancellations are subject to the following charges:

Gym Membership

- Ardingly Active reserves the right to cancel your membership for any reason by giving you at least one month's prior written notice.
- Members who wish to cancel before their annual renewal date will not be given any refund.

Swim School

We are unable to offer refunds, credits or replacement classes due to non-attendance. Please advise Ardingly College Swim School immediately at swimschool@ardingly.com if your child will miss a lesson.

Active Camps & Sports Camps

- A full refund is offered if you cancel prior to 14 days before commencement of the programme.
- If less than 14 days prior to the start of the programme, a refund of 75% of the total price will be offered.
- If less than 7 days notice there will be no refund issued.

4. CHILDCARE VOUCHERS

Childcare Vouchers are accepted for Active Camps & Sports Camps bookings only. If using Childcare Vouchers, please state the childcare provider within the booking process. If there are any issues, please email active@ardingly.com.

5. PHOTOGRAPHY & FILM

Photography and Film may be taken of your child/children and or members at any time whilst using the facilities, excluding changing rooms. Ardingly Active reserves the right to use any photography or film for its internal & external publications, on the Ardingly website and through our social media platforms. If you do not wish your child/children to be photographed or filmed you can opt out on the on-line booking form. Alternatively, please email active@ardingly.com if you have any concerns.

6. CHILD EXCLUSION

Ardingly Active reserves the right to exclude any child at its absolute discretion including but not limited to inappropriate behaviour, illness, bullying and persistent late collection. No refund will be made for days missed and no compensation will be made for any other cost or losses incurred as a result of the exclusion.

7. SAFEGUARDING

Ardingly Active adheres to:

- [Ardingly College's Safeguarding Policy](#).
- [Swim England's Wavepower Safeguarding Policy](#)

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8. MEDICAL, ILLNESS & FIRST AID

Please inform Ardingly Active at the time of booking of any pre-existing medical, physical or behavioural conditions along with any medication requirements. Equally if your medical details change email active@ardingly.com.

Active Camps, Sports Camps & Swim School

If a child is deemed too ill by staff upon arrival, we reserve the right to refuse participation until the child has been symptom free for at least 24 hours.

Our staff can only administer medication to a child, if it has been specifically prescribed by a health professional and includes full administration instructions.

Appropriate First Aid will be administered to a child in the event of an accident. At the end of each day/session the staff will inform the parent(s) of any minor injuries. If the accident is more serious and requires the emergency services to be called parents will be informed immediately.

Gym Membership

If a member is deemed too ill by staff upon arrival, Ardingly Active reserve the right to refuse entry to the gym facilities.

9. DATA PROTECTION

Ardingly Active are registered under the Data Protection Act and will treat all personal information as confidential. Ardingly Active will keep it secure and fully comply with all applicable GDPR and consumer legislation. Ardingly Active may use your information to inform you about other products or services that operate at Ardingly College. If you do not wish to receive such details, please contact active@ardingly.com.

10. INSURANCE & LIABILITY

Ardingly Active is operated by Ardingly Projects Ltd which is fully insured against accident, third party liability and personal injury arising from negligence by Ardingly Projects Ltd staff. Ardingly Projects Ltd accepts no liability for personal accident, loss or damage to any member or the property of the member.

11. BEYOND ACTIVE'S CONTROL

Occasionally Ardingly Active may have to close the facilities due to circumstances beyond Ardingly Active's control. "Circumstances beyond our control" means anything which Ardingly Active could not prevent by taking reasonable precautions such as an outbreak of swine flu, extreme adverse weather conditions or industrial action. Should this happen and our facilities become unavailable Ardingly Active will not be in breach of these terms and conditions.

12. FEEDBACK

Ardingly Active Camps, Sports Camps & Swim School welcomes your feedback whether it's positive or negative as this will help us to improve and continually develop on the service we provide. Please email active@ardingly.com.

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ACTIVE CAMPS & SPORTS CAMPS

REGISTRATIONS

General registration and collection is from the Ardingly Active Hub which is located at number 7 on the Campus map. Alternative venues may be used for registration of which you will be notified prior to the commencement of the programme.

EARLY & LATE COLLECTIONS

Ardingly Active Camps & Sports Camps provide ample staff to supervise early arrivals and late pick-ups in accordance to the timings of each course.

Active Camps

- Standard | 9.00am - 4.30pm (drop off from 8.30am)
- Extended | 8.00am - 6.00pm

Sports Camps

- 9am - 12noon

All late collections will be charged at £5 for every 15 minutes and will be collected via invoice.

FOOD & BREAK TIMES

Active Camps

There will be scheduled breaks factored into each day where children will have access to fresh water and fruit/snacks from the dining hall. All children will be need to bring in a packed lunch. However we do provide lunch for children attending our Themed weeks.

Sports Camps

As the duration of all Sports Camps is only 3 hours, it is advised children bring a snack for the session.

SWIM SCHOOL

GENERAL INFORMATION

Swimmers are allocated to a class based on their swimming ability and age. The time of the class &/or instructor may change as the swimmer progresses.

Ardingly Active Swim School will endeavour to provide the same instructor for each lesson throughout the term. However, cover instructors may be used without prior notification.

Ardingly Active Swim School may have to change the time of class or instructor and reserves the right to do this at any point during the term. The number per class up to Stage 4 will be 6 swimmers. Ardingly Active Swim School reserves the right to add to this under special circumstances to a maximum of 8 should the need arise.

The maximum number of children per class for Stages 4-8 is 8 swimmers. Ardingly Active Swim School reserves the right to add to this under special circumstances should the need arise.

Swimmers already enrolled at Ardingly Active Swim School will be given priority for re-booking after which the places will be allocated on a first come first served basis. Please note places are not secured until payment has been made.

All parents and swimmers must agree and adhere to the Ardingly Active Swim School Code of Conduct & follow the pool rules.

Ardingly Active Swim School will run to the term dates of Ardingly College so the course length may vary from term to term.

In the event of a pool plant/maintenance issue we may have to cancel lessons at very short notice. Ardingly Active Swim School will contact you so please ensure your contact details are correct and up to date. Ardingly Active Swim School will offer a replacement lesson where possible.

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GYM MEMBERSHIP

MEMBERSHIP INFORMATION

- Membership is only available to current employees, residents or parents of Ardingly College over the age of 16.
- Prior to use the membership subscription must be paid in full, the health questionnaire completed and an induction attended.

Ardingly Active reserves the right to reject any application or withdraw any gym membership in the event of a serious failure to comply with these terms and conditions.

A "serious failure" means:

- You are no longer a staff member or parent of Ardingly College.
- Failure to pay your membership fee by the due date.
- A repeated breach of these terms and conditions by you (the member).
- Any breach of these terms and conditions which could endanger your health or safety or the health and safety of other members or individuals.

LONE USE

Members must inform someone they are using the gym facility and what their expected return time will be so that the person notified can investigate the reason if the gym member is delayed. The person informed can be a work colleague or a family member and must have a means of making contact with the gym member. The gym phone can be used for emergencies and can be accessed outside of the gym office. The phone number is 01444 893238

DEFECTIVE EQUIPMENT

Ardingly Active Gym members must not use any defective gym equipment, if defective equipment is found, please report this to a member of staff immediately or email active@ardingly.com.

MEMBERSHIP ID

A Membership ID card will be issued to each Ardingly Active Gym member on joining the gym. Members must present their ID card for security and verification on each visit to the gym. Ardingly Active Gym Members without a valid Membership ID card may be asked for photo identification, and will be admitted at the absolute discretion of Ardingly Active staff.

Ardingly Active Gym Members are not permitted to share or loan out their Membership ID. Allowing such misuse of a Membership ID card may result in their Membership being terminated with no refund of fees already paid.

Any lost or mislaid Membership ID cards will be chargeable at £5.00.

OPENING HOURS

Opening hours of the gym for members does vary, opening time information can be found on the Gym Membership section of the website and in addition will be emailed to all members.