



Tamara Turchet
Open Water Swimming Coach
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General Terms and Conditions

AKA 'The Small Print' It's not thrilling but it is important
Please take a moment or two to read and please ask if there's anything that doesn't make sense!
(Last updates: May 2020, Aug 2020, March 2021, July 2021, March 2022)

Session Bookings, Payment and Cancellations

- Bookings can be made by telephone, email or messaging Tamara directly.
- Bookings are not confirmed until you have received a confirmation email or text from Tamara to that effect
- Payment for sessions is due in full by BACS transfer prior to your session – you will be invoiced at the time of booking. If this is problematic for you a debit/credit card payment can be arranged for the day of your session (subject to location and technology!) and will be taken at the start of the session.
- We endeavour to ensure that all sessions go ahead as booked but there may be days when circumstances beyond our control mean that we have to postpone sessions – for example when there is a risk of lightning strikes near the open water, when the waves and rain make visibility poor or when the fog suddenly descends upon us from nowhere! In such instances Tamara will reschedule your booking for another mutually convenient time. If one cannot be found, your booking fee will be refunded in full. We will not, however, be held responsible for any additional costs incurred by you for late/short notice unavoidable postponements (eg. Travel costs if we arrive at the lake on the day and find blue green algae have taken over the water!)
- Refunds or part refunds will not be possible in circumstances where a session has begun but has had to finish ahead of schedule for whatever reason.
- We appreciate that sometimes circumstances change and that you may need to cancel or postpone a session and we will try to be as accommodating as we reasonably can be. Please contact Tamara at least 48 hours before your scheduled session if you need to cancel/rearrange so that we can offer your time slot to other clients who may be waiting. There is no admin fee for *rescheduling* your session provided you give us at least 48h notice. There is a £5 admin fee for *rescheduling* your appointment with less than 48h notice. Should you *cancel* your session at least 48h in advance then Tamara will return 90% of your booking payment. For *cancellations* made with less than 48h notice, 50% of your payment can be refunded. Should you simply fail to turn up for your session without giving any advanced notice then your booking payment will be retained in full.
- For sessions based at Lake 86 (Cotswold Water Park Hire), you will be charged an additional £7 by the lake operator for lake access. This is payable on the day directly to the lake operator. Please wait until Tamara arrives to meet you before going to reception at the lake as she can ensure you are not charged for membership and subscription fee as well!
- Any special offers, discounted sessions, vouchers or gift tokens are issued at the discretion of TT Open Water Swimming Coach and can be withdrawn at any time without notice.

Wetsuit use

- We appreciate that many people prefer to swim in open water with just their swim suit. However, unless you are able to demonstrate prior to your session that you regularly swim in open water for longer periods of time without a wetsuit **then please bring one with you as your session will not be able to go ahead otherwise.**
- If, *after discussion with Tamara*, it is agreed that you will attend your coaching session without a wetsuit, you do so at your own risk. In this instance you **MUST** use a tow float (see 'What to bring with you' list for more details).

Age Limitations

- Tamara works primarily with adult clients aged 18 or over. If you are 16 or 17 and a competent swimmer then please get in touch to discuss your needs. Tamara may be able to accommodate you but you will need written consent from an adult (over 18) and they will need to be present throughout your coaching session.
- Sorry but Tamara doesn't coach anyone under 16. If you are 16 or younger and looking for Open Water coaching, please ask and we can put you in touch with other coaches who can help you.

Safeguarding

- Tamara holds a DBS certificate through the STA (Swimming Teacher's Association) and through Wiltshire Council. Please ask if you would like to see a copy of her certificate.
- Tamara undertakes regular Safeguarding training updates via her work with Wiltshire Council Swimming Schools.
- As a member of both the STA and Swim England, Tamara adheres to the policies and procedures indicated in their Safeguarding publications (STA policy 'Safeguarding children, young people and vulnerable adults' and SE 'Wavepower' document)

Before your session

- All swimmers will be asked to complete a pre-session questionnaire to ensure that they are fit to swim.
- For clients aged over 65, or for anyone with any significant medical conditions which may impact on your ability to swim and/or your health and safety and that of the coach and the water safety crew, you may be asked to gain medical advice / consent from your GP or specialist prior to coming for your coaching session
- Tamara has carried out thorough Risk Assessments of both the pool and Lake environments and the pool and Lake operators have their own additional RA in place. These are regularly reviewed and updated as necessary. Tamara is in frequent contact with the lake and pool operators to ensure that any changes to the environment and to the risks associated with OWS are minimised.
All clients will be asked to sign a risk acknowledgement form relating to risk and personal injury at the start of their session
- Please do not swim if you have been unwell in the 48h prior to your session. It isn't healthy for you or for other pool/water users. Especially please do not swim if you have suffered with vomiting or diarrhoea in the 48h prior to your session time.

Please see our separate information sheet for details of what to bring with you

During your session

- Please ensure that you observe all Health and Safety notices and any signs and instructions given by Tamara and/or the lake/pool operators.
- Please follow instructions carefully and please alert Tamara if you have not heard/understood an instruction or if you are unsure what to do
- Please let Tamara and/or one of the lake/pool operators or safety crew know immediately if you are feeling cold or unwell during a session.
- Please keep in mind that we are guests at our venues and that there are usually other water users enjoying their activities at the same time as our sessions. Please treat all venue staff and users with respect.

Please contact Tamara directly if you have any questions or need any clarification of the terms and conditions explained above.