SWIM SUPERB

BUILDING CONFIDENT SWIMMERS

CATCH-UP LESSON POLICY

At Swim Superb, we know that sometimes lessons get missed. To keep things fair and manageable for our teachers and venues, here's how our catch-up system works.

How many catch-ups am I entitled to?

You're entitled to a maximum of 2 catch-up lessons per 16-week term.

Notifying us of a missed lesson

To qualify for a catch-up, you must let us know within 24 hours that your child will miss (or has missed) their lesson via email to hello@swimsuperb.co.uk.

We're unable to offer a catch-up for a missed lesson if we weren't told at least 24 hours before the lesson took place. Unfortunately, we cannot make exceptions to this after the lesson has gone by, as spaces are allocated in advance.

When can catch-ups be used?

Catch-up lessons can be used within the same term the lesson was missed, or the following term. Catch-ups cannot be carried over beyond this.

Catch-ups can only be booked one week in advance.

When are catch-up lessons held?

You can catch up in our regular weekly lessons, or we hold two catch-up windows each year:

- Easter
- Summer

During these times, we run daytime, midweek lessons specifically to allow catch-ups to be used. These sessions must be booked at least a month in advance, as spaces are limited.

If you can't make your catch-up lesson

If a catch-up lesson has been arranged for you and you're unable to attend, this does not qualify you for a further catch-up. We're only able to offer one opportunity per missed lesson, so please make sure the arranged time works before booking.

Availability

All catch-up lessons are subject to availability. Should there be no suitable availability within the qualifying window, the catch-up does not hold any monetary value, and the missed lesson will be forfeited.

If you have any questions about this policy or need help arranging a catch-up, please get in touch and we'll be happy to help.

hello@swimsuperb.co.uk

Have a Superb day!

Jess & Tom – Swim Superb