

# Coronavirus (COVID-19) – Terms and Conditions Update

## SwimWild and Beyond the Water

### Introduction to Open Water Swimming Course

**At SwimWild and Beyond the Water, one of our promises to you (the client) is that we will always put your safety and well-being first and above anything else. Safety is my highest priority and something we relentlessly strive for, no matter what.**

With this in mind, we are closely following government guidelines and recommendations around the COVID-19 virus and what that means for your Introduction to Open Water Swimming Course.

#### **Terms and Conditions relating to Introduction to Open Water Swimming Course -**

#### **AMENDMENTS IN RED**

**Declaration** – Please ensure you have reviewed all information you have submitted within your booking request. By making this booking you are declaring that all information you are submitting is true, accurate and complete to the best of your knowledge. If booking spaces for other people you confirm that you have their consent to submit information on their behalf. Attending any event or workshop held by SwimWild is at your own risk, SwimWild accepts no liability for any injuries or loss that may be incurred from attending one of our events, workshops or courses.

**Booking Policy** - SwimWild reserves the right to change event times, dates and venues subsequent to your booking. You will be notified and be offered the opportunity to cancel your booking. These refunds will incur charges relating to unrecoverable costs. For further information regarding these cost get in touch. SwimWild reserves the right to cancel the event, if in the unfortunate circumstance an event is cancelled in its entirety for whatever reason, you will receive a full refund.

#### **Event booking cancellations by you (the client)**

- Cancellations within 2-4 weeks of the event would result in a 50% refund
- Cancellations within 2 week or less of the event would not be refunded
- ALL refunds will be subject to penalties relating to unrecoverable costs and booking fees.

#### **In the event of event postponement due to Coronavirus COVID-19:**

- You will be offered an alternative date, and be moved to the new date without incurring any additional charges.
- If you are unable to make this new date a refund will be made minus unrecoverable costs and booking fees.

#### **In the event of event postponement due to Coronavirus COVID-19, where no alternative date is yet organised:**

- You will be offered a voucher for the full value of the course which can be used towards another course or workshop that SwimWild offers through Si Entires.
- Once new dates are released you will be able to redeem your voucher and move to a new date without incurring any additional charges.
- Your voucher will be valid for the **rest of the 2020 season and the entire 2021 season.**
- If you would rather not receive a voucher a refund will be made, minus unrecoverable costs and booking fees.