

Booking terms and cancellation policy

Ripple Swim North East

Version 2.0 | 12 September 2026

These terms explain how to book and pay for Ripple lessons, how automatic renewal works and what happens if a lesson or booking is cancelled. Read them with the dates, lesson type and price shown in your booking. Keep a copy for your records.

1 About Ripple

Ripple Swim North East is an ordinary partnership operated by Donovan McGrah and Lorraine Isaacs. Our business and lesson address is Juvenate Health & Leisure Club, Leonardo Hotel Middlesbrough, Fry Street, Middlesbrough TS1 1JH.

Contact Donovan through Messages in your Ripple account, by email at donmcgrah@gmail.com or by telephone on 07579 049924. You can also contact Lorraine through Messages, by email at lolly.isaacs1409@gmail.com or by telephone on 07470 275959. You do not need an account to email or telephone us. The parent or guardian making the booking is our customer and must have authority to arrange lessons for each swimmer.

2 Your four lesson booking

Swimmers must be at least 3 years old on their first lesson date. Give accurate contact, age and swimming-experience information. Our booking checks help select suitable lessons; our teacher may discuss a more suitable class or reasonable adjustments with you. If we cannot provide suitable lessons, we will offer an agreed alternative or refund undelivered lessons.

Each block contains four specified lessons. Your booking shows the class, swimmer, dates, times, duration and total price in pounds sterling, including any applicable taxes. There is no separate standing-order setup fee. Four lessons may span more than four calendar weeks where dates are excluded for closures or holidays.

3 Saving and confirming your booking

Save booking to Profile checks suitability and availability for all four lessons for every swimmer in that booking. If successful, it places a temporary 24-hour hold and shows the payment deadline and instructions in Profile. Saving is a request for that hold; it does not confirm a paid booking.

Transfer the first-block amount using the exact account details and short payment reference in Profile. The first block is confirmed when money received in Ripple's account is matched to the expected amount and reference. There is no separate initial Admin approval, but checking a payment may require an Admin to review the bank. Your confirmed booking and these terms form the lesson contract.

4 Payment checks and the hold deadline

We send booking instructions and payment updates to your account email address. Profile shows the current status. Check it if an email is delayed or missing. A parent's payment report or standing-order declaration does not prove that funds have arrived.

The payment deadline is 24 hours after saving. Where a payment has been reported or needs checking, or our bank check has not caught up, a short review period may protect the places. It ends no later than 24 hours after the original deadline and always before the first lesson. Profile shows the applicable deadline. Reporting standing-order setup alone does not extend the hold.

Ripple Swim North East | Booking terms and cancellation policy

If payment cannot be confirmed by the applicable deadline, the hold may expire and the places be released. If you have already paid, contact Ripple before paying or booking again. Incorrect amounts, missing references and late payments need review; a late payment does not automatically recover a released place. If we cannot provide the paid-for booking, you can choose an available agreed alternative or a refund.

5 Standing orders for later blocks

Pay the first block once by bank transfer. Set up the standing order to start with block 2 using the amount, reference and first payment date in Profile. Do not also include block 1 in the standing order. Later payment dates allow two banking days before the relevant block starts; use the actual dates shown, not an assumed date the day before a lesson.

A regular four-week instruction is suitable only where the published lesson and payment schedule supports it. Closures, timetable changes or changes to the swimmers attending can alter the required dates or amount. If Profile says the schedule needs review, contact Ripple before setting up or amending later payments.

You arrange and control the standing order through your bank. Ripple cannot create, amend or cancel it. You may tick “I’ve set up my standing order” in Profile to notify Admin. This is optional: Admin can record a setup check without that declaration. A setup check clears the prompt but does not mark any payment received or guarantee a future payment.

6 Automatic renewal

Auto-renew is on by default. While it remains on and payments are received when due, Ripple reserves the swimmer’s regular weekly lesson slot. We do not offer that slot to another swimmer simply because the next four-lesson block has not yet been allocated. Closures or necessary changes to the timetable or lesson suitability are handled under section 8.

Matching payment for a block triggers allocation of the next four lessons at the agreed price. The next block may therefore be allocated before the current block starts. If suitable lesson dates have not yet been published, allocation waits until they are available; the ongoing reservation remains subject to timely payment. Profile distinguishes allocated blocks from possible future dates and shows payment dates.

To stop ongoing lessons, give the 21-day notice explained in section 7. Use the Auto-renew control in Profile, or contact Donovan or Lorraine if you need help. The confirmation shows which blocks remain booked and the effective stopping point, or explains if Admin must confirm dates that are not yet published. Notice is recorded when we receive it, not when Admin later replies.

For a first-block-only booking, contact Ripple before paying so we can agree and confirm that arrangement. Restarting renewal after it has ended requires a fresh availability and price check. Ripple cannot amend or cancel your bank standing order.

7 Cancelling or missing lessons

Give at least 21 calendar days’ notice before the first lesson of the next four-lesson block you want to stop. If less than 21 days remain before that block starts, it stays booked and notice takes effect from the next eligible block. This is a block-based notice period: the final lesson may be more than 21 days after your request. Check the final blocks and payment dates shown before confirming.

Already paid or partly paid blocks remain booked when you stop auto-renew. Ordinary cancellation controls do not cancel those lessons or automatically refund them. Wholly unpaid renewal blocks starting on or after the 21-day notice boundary can be cancelled as part of the stopping request. Blocks starting within that period remain booked and payable, subject to the consumer protections below. No further blocks are allocated beyond the applicable stopping point.

You may withdraw an initial unpaid booking request before payment is confirmed. The 21-day notice applies to an ongoing confirmed place; it does not create a charge merely for withdrawing the first temporary hold. Your statutory cancellation and refund rights remain unaffected.

Missed lessons, holidays and parent cancellations do not carry an automatic refund or replacement entitlement. We may agree a discretionary credit. For advance cancellation, any amount retained or charged must reasonably reflect our actual net loss directly caused by the cancellation. We take reasonable steps to reduce that loss, including trying to refill the place, and account for costs saved and replacement income. We will explain any charge and refund any excess; it will not exceed the price of the cancelled lessons.

For an absence, contact an Admin or teacher through Messages in your Ripple account, or mark your child absent for the relevant future session in Bookings. An absence report does not cancel the lesson, stop renewal or count as notice to end lessons. A missed lesson normally remains payable where the place was kept available and could not be refilled.

After stopping renewal, amend or cancel your standing order through your bank, allowing for any final payments and other swimmers still attending. A bank payment continuing after renewal ends does not by itself authorise a new booking. Contact us about cancellation, a refund or a concern even if the website control is unavailable; no website control limits your statutory rights.

8 If Ripple or the venue cancels

If Ripple or the venue cancels a lesson, you may choose a refund for that lesson or an agreed replacement lesson or credit. We will not require you to accept credit or wait indefinitely for a replacement. A lesson refund is its proportion of the relevant block price; for four equally priced lessons this is one quarter of the block price.

We will contact you as soon as reasonably possible about changes. We will not increase the price of a confirmed block. A material change to an allocated lesson's time, venue or service needs your agreement; if the alternative is unsuitable, you may cancel the affected undelivered lessons for a refund. Any proposed new price applies only after you agree it for future bookings.

A fire alarm, emergency evacuation or another event outside Ripple's reasonable control may interrupt a lesson. Safety instructions take priority. We will take reasonable steps to minimise disruption. Where safe, suitable and permitted by the venue, we may offer extra teaching time or a place in a following class, with your agreement and within the class's safe capacity.

If interrupted teaching time cannot be made up, you may choose an appropriate refund for the undelivered part or an agreed replacement or credit. An event outside our control does not remove these remedies or exclude responsibility for our own negligence. Sections 8 and 9 continue to apply.

9 Your consumer rights

Lessons booked for specified dates generally fall within the leisure-service exception to the usual 14-day online cancellation right. That does not exclude any statutory cancellation right that applies to a separate ongoing arrangement, or your rights where lessons are not supplied as agreed. Any applicable statutory right takes priority over these terms. Contact us by email or Messages to exercise it; you do not need to use the website cancellation button.

We provide lessons with reasonable care and skill. Nothing here excludes liability for death or personal injury caused by negligence, fraud, or any other liability the law does not allow us to exclude. Your statutory remedies, including any right to repeat performance or a price reduction, remain available.

10 Drop off and collection

Bring your child to poolside and hand them over directly to the Ripple teacher. Do not leave a child unattended before the teacher accepts the handover. Parents and guardians may not remain poolside without Ripple's approval.

After handover, you must stay elsewhere within the venue and be contactable throughout the lesson. You need Ripple's permission before leaving the venue. Approval to remain poolside and permission to leave the venue are separate decisions.

Return promptly for collection at the end of the lesson. Tell Ripple in advance if another responsible adult will collect your child and agree the handover arrangements. The parent or guardian remains responsible before handover and after collection, including in changing areas.

11 Health safety and conduct

Follow the teacher's instructions and the venue rules communicated to you. Ask Ripple before entering the water outside your booked lesson. Keep emergency contact information current and tell us about a change that affects a swimmer's safe participation or the adjustments they need.

Relevant health information is handled as explained in the Privacy Notice and any separate consent request. Contact us before attendance if illness or another concern may make swimming unsafe. Follow the specific illness or exclusion advice provided by the venue or an appropriate health professional; this policy does not substitute for medical advice.

Ripple may pause participation where reasonably necessary for safety or serious disruptive behaviour. We will explain the concern to the parent and consider appropriate adjustments or an alternative. Decisions must be proportionate and consistent with equality law. Any charge or refund for undelivered lessons follows sections 7 to 9; there is no automatic forfeiture of all fees.

12 Questions complaints and changes

Raise booking, payment or lesson concerns with Donovan or Lorraine using the contact details in section 1. Include the booking reference and what you would like us to resolve, but do not email bank passwords or unnecessary medical details. We will investigate and explain our response.

The Privacy Notice explains how we use parent and swimmer information. Keep your account contact details current so that booking notices reach you.

We will tell you about material changes to these terms before they affect future bookings. Changes do not retrospectively remove rights attached to an existing booking. These terms are governed by the law of England and Wales, without removing any mandatory protections or court rights available to you as a consumer.