

In accordance with the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) guidelines and our own risk assessment we enforce the following policy:

- All children under the age of 8 must be accompanied by a responsible adult of 16 years or above on a ratio of no more than 1 adult to 2 children.
- The responsible adult must go into the water with the child/children they are accompanying.
- Whilst in the water the responsible person must maintain a constant watch over the child/children they are accompanying and be in close contact with children who are weak or non-swimmers.
- Children under 4 years must be accompanied by a responsible adult on a ratio of 1 adult to 1 child; however the ratio becomes 1 adult to 2 children in the event that every child under 4 is wearing approved floatation aids.
- Floatation aids approved under this policy are those that fully support the child's weight in the water and remain secure both in and out of the water, e.g. arm bands or floatation vests. NB Hand-held floatation aids are not acceptable.
- All children under the age of 8 who are weak or non-swimmers are advised to wear approved floatation aids.
- No adult can accompany more than 2 children under this policy.

Ratios

Children aged under 4 years

1 adult : 1 child with no approved floatation aids

1 adult : 2 children both with approved floatation aids

Children aged 4 - 7 years inclusive

1 adult : 2 children with or without approved floatation aids

Children aged under 4 and 4 - 7 years (mixed)

1 adult : 2 children with the under 4 in floatation aid

Cancellation of Bookings By Members

2.1. Under no circumstances will a refund be issued for members cancelling activity bookings.

2.2. Cancelling an activity booking (badminton/squash/football) must be done more than 2 hours in advance of the start time of the booked activity.

2.3. Members can cancel classes online, at any Volair club or by calling our customer care team on 0151 443 2200 up to 30 minutes before the class is due to start and if the space gets taken by another member then you will not receive a strike for failing to attend. You can also cancel more than 2 hours before the class is due to start and there will be no strike, whether the space is filled or not.

2.4. Volair reserves the right to refuse or cancel any booking without giving any reason, to refuse admission to any Volair club, to reject an application of membership.

2.5. Volair reserves the right to add to, change/withdraw or cancel activities or fitness classes without notice. This includes closing a club or changes to its opening hours for safety reasons, maintenance or special events. No refund of membership fees will be made if a facility, activity or fitness class booking is cancelled by Volair. Volair will always endeavour to give as much notice of any changes to members in advance.

2.6. Volair will not be liable for any expenses incurred or loss sustained by the members arising from the booking or cancellation.

Failure To Attend A Booked Fitness Class

3.1. Volair operate a three strike rule for failure to attend a fitness class. If you fail to attend a class without informing us in advance you will receive one strike, if you receive three strikes in a 30 day period you may lose the ability to book classes in advance online. You can cancel classes online, at any Volair club or by calling our customer care team on 0151 443 2200.

Activities / Fitness Classes Cancelled By Volair That You Have Booked

4.1. Members who book and pay online will be entitled to a refund if Volair withdraws the facility, activity or fitness class. The payment will be refunded directly to the credit or debit card it was originally booked on upon presentation of the web booking reference number at any Volair club. This booking reference can be found on the confirmation email that you will have received.

4.2. Members who have booked and paid at a Volair club will be offered the choice between a refund and being transferred to an alternative activity/fitness class.

4.3. No refund of membership fees will be made if a facility, activity or fitness class is cancelled by Volair.

Volair Member

If you are already registered as a Volair member then you will have access to our online booking system. If you do not have your login details and membership ID, visit our booking page online at www.volair.org.uk/book-online and select 'set up an online account' then 'forgotten password'. Alternatively you can speak to a member of the reception team at your local Volair club and they can supply these for you. If you have not previously supplied us with your email address when joining or registering then you will need to contact us to add this to your account. It is important you update your email address with us if this changes.

Not a registered member

It is possible to access everything Volair has to offer using our pay-as-you-go options. You can register your details by visiting www.volair.org.uk. You will receive your login details immediately via email.

Bookings will be confirmed when you pay in full for your activity/fitness class and you will receive payment confirmation via email from the system. Please ensure that your email details are correct.