



Pavilion
TRAINING

Functional
Skills UK



Swim UK Booking Procedure and Conditions

Booking Procedure

- Before attending a FREE course, learners must book and attend a Swim UK Sign up Session in order to complete paperwork and other funding requirements.
- Learners must provide Swim UK with an in date (within 1 month of the start of the course) proof of benefit letter, confirming that they are in receipt of an eligible benefit. Photo ID will also need to be supplied.
- During a 1:1 session at the Sign up Session the Swim UK team will help the learner devise a training plan suitable for them.
- If further courses are to be booked at a later date, the learner can contact Swim UK by phone or email to book. They will need to provide an in date benefit letter before the start of the course.
- Once a booking has been made, confirmation will be sent via email.

Cancellation Policy

- Once a course is booked, it is expected that the learner will attend.
- If it is necessary to cancel the learner must contact Swim UK at the earliest possible opportunity so that the place on the course can be offered out to another learner.
- Failure to attend or to contact Swim UK could result in the Job Centre being informed.
- It is at Swim UK's discretion whether the learner will be able to book and attend future courses.

All qualifications require 100% attendance and are run to strict timetables.

During the course if you unable to attend any date(s) or are running late please contact the Swim UK office on 01273 434400 (Monday - Friday) or your course tutor.

Swim UK reserves the right to amend course venues, dates, durations, times or fees. If this becomes necessary Swim UK will contact you at the earliest possible opportunity. Swim UK cannot accept any responsibility for any travel arrangements; hotel bookings or any other monies paid that are external to the course.