

Aqua Junior Direct Debit Terms and Conditions:

- All customers in MonLife's Learn to Swim programme will be required to hold an Aqua Junior Direct Debit Membership.
- The Aqua Junior Direct Debit gives access to a wide range of products, in addition to swimming lessons. This includes free public swimming for your child and access to a bespoke [HomePortal](#).
- Our Learn to Swim programme runs continuously for 50 weeks of the year, with the programme taking a two-week break during the Christmas holidays. However, our MonLife Leisure Centre's will remain closed on Bank Holidays and statutory holiday periods. Other closure periods or disruption for essential maintenance, facility refurbishments, adverse weather conditions, health and safety, and training have been included in the pricing of the membership and there will be no refunds issued.
- Our pricing policy for our learn to swim programme is consistent for all 30-minute swimming lessons for all children, throughout weekdays and at weekends.
- The programme of lessons is subject to change at the discretion of MonLife at any time.
- Lessons not running to capacity may be cancelled and the children offered a space in an alternative lesson.
- There will be no refunds issued for missed lessons.
- We will endeavour to ensure that the same instructor is used for each lesson, however, relief instructors may be used without prior notification.
- Parent's/guardian's are responsible for checking the Learn to Swim Programme outcomes against their child's ability, before booking in the appropriate swimming lesson. If your child is enrolled in the wrong lesson, MonLife will move them to a suitable lesson if available. If there is no availability in the required lesson, your child will not be able to continue, and your Aqua Junior Direct Debit will be cancelled. You can review our Learn to Swim Programme outcomes [here](#).
- Communication will be via email or telephone. It is the parent's/guardian's responsibility to keep their details up to date and to inform us of a child's medical conditions or additional needs. Any personal information is maintained under GDPR guidelines—Please see [Help & Support - Monlife](#)
- It is the parent's/guardian's responsibility to ensure their child is fit and well enough to participate in a lesson. Please ensure we have the most up to date contact details and any new medical conditions.
- MonLife reserves the right to cancel any Aqua Junior Direct Debit membership if the swimmer/parent/guardian displays unacceptable or inappropriate behaviour, including but not limited to; verbal abuse, disruptive conduct, or failure to follow the Learn to Swim Programme's rules or failure to comply with these terms and conditions.
- The use of mobile phones/cameras to take pictures or videos is strictly forbidden for safeguarding purposes.
- Progression through the Learn to Swim programme will vary depending on the swimmer. As soon as a swimmer has achieved an award you will be notified, and every attempt will be made to move them to a new lesson. This is not always immediately possible; in such circumstances the swimmer will stay in their current lesson until such a time a space becomes available.

- Queries regarding the Learn to Swim programme or a swimmer's progress must be directed through the Leisure Centre reception. Instructors are not to be contacted directly whilst they are teaching or between lesson changeovers.
- All instructors hold the required Swim Wales qualification, are enhanced DBS checked and safeguarding trained.
- Parent's/guardian's are responsible for supervising their child in the changing rooms before and after their lesson. Children must not be left unattended at any time.
- Any defaulted/cancelled Direct Debit mandates must be rectified before the next scheduled lesson. Failure to do this will result in the space being lost.
- For all queries around the Aqua Junior Direct Debit, please contact our membership team on 01633 644800 or via email on monmemberships@monmouthshire.gov.uk

Telerau ac Amodau Debyd Uniongyrchol Aqua Ifanc:

- Bydd angen i bob cwsmer yn rhaglen Dysgu Nofio MonLife kfod ag Aelodaeth Debyd Uniongyrchol Aqua Ifanc.
- Mae Debyd Uniongyrchol Aqua Ifanc yn rhoi mynediad i ystod eang o gynnyrch, yn ogystal â gwersi nofio. Mae hyn yn cynnwys nofio cyhoeddus am ddim ar gyfer eich plentyn a mynediad i [PorthCartref](#) arbennig.
- Mae ein rhaglen Dysgu Nofio yn rhedeg yn barhaus am 50 wythnos o'r flwyddyn, gyda'r rhaglen yn cymryd dwy wythnos o seibiant yn ystod gwyllau'r Nadolig. Fodd bynnag, bydd Canolfannau Hamdden MonLife ar gau ar Wyllau Banc a chyfnodau gwyliau statudol. Cafodd cyfnodau cau eraill neu darfu ar gyfer gwaith cynnal a chadw hanfodol, ailwampio cyfleusterau, tywydd garw, iechyd a diogelwch a hyfforddiant eu cynnwys wrth brisio'r aelodaeth ac ni roddir unrhyw ad-daliad.
- Mae ein polisi prisiau ar gyfer ein rhaglen dysgu nofio yn gyson ar gyfer pob gwers nofio 30-munud ar gyfer pob plentyn, drwy gydol dyddiau'r wythnos ac ar benwythnosau.
- Gall MonLife newid y rhaglen gwersi ar ei ddisgresiwn ar unrhyw bryd.
- Gellir canslo gwersi heb fod yn llawn a chynnig lle i blant mewn gwers arall.
- Ni roddir unrhyw ad-daliad am wersi a gollir.
- Byddwn yn ymdrechu i sicrhau y defnyddir yr un hyfforddydd ar gyfer pob gwers, fodd bynnag gellir defnyddio hyfforddwyr llanw heb hysbysiad ymlaen llaw.
- Mae rhieni/gwarcheidwaid am gyfrifol am wirio canlyniadau'r Rhaglen Dysgu Nofio gyda gallu eu plentyn cyn archebu lle yn y wers nofio briodol. Os yw eich plentyn wedi cofrestru yn y wers anghywir, bydd MonLife yn eu symud i'r wers gywir os oes un ar gael. Os nad oes lle yn y wers sydd ei hangen, ni all eich plentyn barhau a chaiff eich Debyd Uniongyrchol Aqua Ifanc ei ganslo. Gallwch adolygu canlyniadau disgwyliedig ein Rhaglen Dysgu Nofio [yma](#).
- Byddir yn cyfathrebu drwy e-bost neu dros y ffôn. Cyfrifoldeb y rhiant/gwarcheidwad yw cadw'r manylion yn gyfredol a'n hysbysu os oes gan blentyn gyflwr meddygol neu anghenion ychwanegol. Caiff unrhyw wybodaeth bersonol ei chadw dan ganllawiau GDPR – gweler [Help a Chymorth - Monlife](#)
- Cyfrifoldeb y rhiant/gwarcheidwad yw sicrhau fod eu plentyn yn ffit ac yn ddigon da i gymryd rhan mewn gwers. Gofynnir i chi sicrhau fod gennym y manylion cyswllt diweddaraf a gwybodaeth am unrhyw gyflwr meddygol newydd.
- Mae MonLife yn cadw'r hawl i ganslo unrhyw aelodaeth Debyd Uniongyrchol Aqua Ifanc os yw'r nofiwr/rhiant/gwarcheidwad yn dangos ymddygiad annerbyniol neu amhriodol, yn cynnwys ond heb ei gyfyngu i: cam-drin geiriol, ymddygiad sy'n tarfu neu fethiant i ddilyn rheolau'r Rhaglen Dysgu Nofio neu i gydymffurfio gyda'r telerau ac amodau hyn.
- Caiff defnydd ffonau symudol/camerâu i dynnu lluniau neu fideos ei wahardd yn gyfangwbl ar gyfer dibenion diogelu.
- Bydd cynnydd drwy'r rhaglen Dysgu Nofio yn amrywio yn dibynnu ar y nofiwr. Cyn gynted ag y bydd nofiwr wedi ennill dyfarniad cewch eich hysbysu a gwneir pob ymdrech i'w symud i wers newydd. Nid yw hyn ar gael ar unwaith bob amser; mewn amgylchiadau o'r fath bydd y nofiwr yn aros yn ei wers bresennol nes daw lle ar gael.

- Rhaid gwneud ymholiadau am y rhaglen Dysgu Nofio neu gynnydd nofiwr drwy dderbynfa'r Ganolfan Hamdden. Ni chaniateir cysylltu'n uniongyrchol gyda hyfforddwyr pan maent yn addysgu neu rhwng newid gwersi.
- Mae gan bob hyfforddwyr gymhwyster gofynnol Nofio Cymru, gwiriad DBS manwl ac wedi cael hyfforddiant diogelu.
- Mae rhieni/gwarcheidwaid yn gyfrifol am oruchwyllo eu plentyn yn yr ystafelloedd newid cyn ac yn dilyn eu gwers. Ni ddylid gadael plant ar ben eu hunain ar unrhyw amser.
- Mae'n rhaid unioni unrhyw fandad Debyd Uniongyrchol sydd wedi methu/canslo cyn y wers nesaf a drefnwyd. Bydd methiant i wneud hyn yn arwain at golli'r lle.
- Ar gyfer pob ymholiad am Ddebyd Uniongyrchol Aqua Ifanc, cysylltwch â'n tîm aelodaeth ar 01633 644800 neu drwy e-bost yn monmemberships@monmouthshire.gov.uk.