

# HELLO!

# ACTIVE NATION

## NPLQ TERMS & CONDITIONS

### Every candidate, prior to commencement of the course must:

Be at least 16 years of age;

### Be able to meet the following basic fitness criteria as a minimum:-

- jump / dive into deep water
- swim 50 meters in less than 60 seconds
- swim 100 meters continuously on front and back in deep water.
- tread water for 30 seconds
- surface dive to the floor of the pool
- climb out unaided without ladder / steps where the pool design permits

- The course must be paid for full before the course commences.
- When booking the National Pool Lifeguard Course there is a non refundable deposit of £50 within the cost of the course. Should you cancel your place on the course the cancellations fees below will apply:  
**Less than 2 weeks** notice of cancelling the course – no refund / transfer. Substitutions may be accepted, but notification is required minimum 7 days in advance  
**2 – 4 weeks** written notice prior to the course commencing – 50% refund of fees paid  
**More than 4 weeks** written notice a full refund less the £50 deposit.
- The Quays reserves the right to change, cancel or postpone the course at the discretion of the management.
- The Quays reserve the right to re-schedule pre booked courses that are cancelled by the instructor or not attended. Any changes agreed will be at the sole discretion of The Quays.
- Courses run throughout the year. Demand is high and dates are allocated on a first come first serve basis.
- The instructor will refuse to train anyone who is suspected of being under the influence of alcohol, medications or drugs of any kind – in these circumstances, refunds will not be made under any circumstances, and the course will not be rescheduled.
- A parking permit will be issued to each participant for the duration of the course. A £20 charge will be payable for a replacement copy if needed.
- The Quays will not be liable for any parking penalties issued for failure to display a valid parking pass issued.
- This is an examination course which you must pass in order to gain a qualification. Please note payment does not guarantee a pass and no refunds will be given should you fail. However should you wish to be re-assessed an additional charge will be incurred.
- You need to be aware that there may be a risk of damage to your hearing by diving to depths greater than 1.5 metres. All dives are undertaken at your own risk.
- In some circumstances, candidates may be able to show evidence of prior achievement eg. First Aid At Work. In such circumstances, assessment time may be able to be reduced where candidates can demonstrate appropriate competence. In all cases, candidates will be required to produce original insignia for the relevant award or qualification; photocopies WILL NOT be accepted.

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Website  
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JUMP  
PLAY!  
FLEX!  
ENJOY!  
DIVE!  
SWEAT!  
SPLASH!  
SWIM!  
RUN!