

Swim Pioneers Academy

Terms and Conditions

Introduction

Welcome to Swim Pioneers Academy (hereinafter referred to as "the Academy"). By participating in our programs, you agree to comply with and be bound by the following terms and conditions. Please read them carefully.

1. Overview

- 1.1.** Swim Pioneers Academy is the first swim academy in the Kingdom of Bahrain dedicated to providing water activities for individuals with disabilities and special needs.

2. Our Vision:

- 2.1.** To inspire and empower individuals of all ages and abilities to become confident swimmers and life champions through a holistic approach to teaching swimming and harnessing the power of water.

3. Our mission:

- 3.1.** To create an inclusive environment where individuals of all abilities can learn, develop, and excel in swimming.
- 3.2.** To provide a safe and supportive environment where swimmers can develop their skills, build self-confidence and foster a lifelong love of swimming.
- 3.3.** Our commitment is to provide high-quality swim instruction, training, and comprehensive programs that meet the needs of swimmers of all abilities and ages.
- 3.4.** We strive to create a diverse, inclusive community that encourages teamwork and instills in our swimmers the values of discipline, determination, and respect.

4. Our Values:

- 4.1.** By embodying these values, we aim to make a positive and lasting impact on the lives of our swimmers, helping them become skilled swimmers and

confident, resilient individuals ready to overcome challenges in and out of the water.

- 4.1.1. Excellence:** We strive for excellence in all aspects of our academy, from instruction and training to our facility and customer service. We continually strive to exceed expectations and provide the highest quality swimming instruction.
- 4.1.2. Inclusivity:** We believe in the power of an inclusive society that values diversity and treats everyone with dignity and respect. We welcome individual differences and ensure that our programs are accessible and welcoming to all swimmers, regardless of their age, background or ability.
- 4.1.3. Safety:** The safety and well-being of our swimmers is our top priority. We maintain the highest safety standards in our facility, adhere to best practices in education and training, and prioritise every individual's physical and emotional safety.
- 4.1.4. Personal Development:** We are committed to supporting the personal development of every swimmer. We realise that swimming is not just a physical activity but also a way to develop essential life skills such as self-discipline, perseverance and confidence. We encourage and nurture the all-round development of our swimmers.
- 4.1.5. Collaboration:** We believe in the power of cooperation and teamwork. We foster a deep sense of camaraderie between our swimmers, coaches and staff and encourage them to support and learn from each other. We also actively seek partnerships with organisations and other stakeholders to deliver the highest quality swimming education.
- 4.1.6. Fun:** We believe that learning should be fun, engaging and fun filled. We create a positive and enthusiastic atmosphere where swimmers can enjoy swimming and where their passion for the sport can flourish.

5. Programs and Services Offered

- 5.1.** The Academy reserves the right to modify, cancel, or adjust programs, schedules, and fees as necessary. Participants will be notified in a timely manner about any changes.
- 5.2. Learn to Swim programs:** Our Learn to Swim program is specially designed to accommodate participants of all abilities and disabilities, fostering a welcoming and inclusive environment. Our program consists of several levels, allowing swimmers to progress based on their individual skills and needs.
- 5.2.1. Comprehensive Curriculum:** Our curriculum is tailored to develop essential swimming skills while promoting water safety and confidence. It includes a variety of activities that cater to different learning styles and abilities.
- 5.2.2. Gradual Progression:** Participants are assessed and placed in levels that suit their comfort and skill levels, helping them advance from basic water safety techniques to mastering competitive swimming strokes at their own pace.
- 5.2.3. Individualized Instruction:** With a focus on personalized attention, our experienced instructors work closely with each swimmer, ensuring they receive the support and guidance needed to succeed. This approach enables every participant to flourish in their aquatic journey.
- 5.2.4. Confidence Building:** We prioritize creating a positive and encouraging environment where participants can overcome challenges, build self-esteem, and enjoy the experience of being in the water.
- 5.2.5. Safety First:** Our program emphasizes the importance of safety, equipping participants with the knowledge and skills needed to navigate the water confidently and securely.
- 5.3. Sports Hydrotherapy Sessions:** Our Sports Hydrotherapy Sessions are specifically designed to provide therapeutic benefits for individuals with disabilities. Our program leverages the unique properties of water to enhance physical fitness, improve mobility, and promote rehabilitation in a supportive and welcoming environment.
- 5.3.1. Tailored Programs:** Each session is customized to meet the specific needs and goals of participants, addressing a variety of

physical challenges and impairments. Our skilled instructors work closely with individuals to create an individualized plan that maximizes their potential.

5.3.2. Therapeutic Benefits: The buoyancy of water reduces the impact on joints and muscles, making it an ideal medium for rehabilitation and physical therapy. Participants can improve strength, flexibility, and overall mobility in a safe and controlled environment.

5.3.3. Supportive Environment: Our experienced instructors provide one-on-one support and encouragement, ensuring that participants feel comfortable and confident throughout their sessions. We foster a sense of community and belonging among all participants.

5.3.4. Holistic Approach: In addition to physical benefits, our hydrotherapy sessions also focus on mental and emotional well-being. The relaxing qualities of water can help reduce stress and anxiety, contributing to a more positive outlook on life.

5.3.5. Accessibility: Our facilities are designed to accommodate individuals with varying disabilities, ensuring everyone has access to our hydrotherapy services. Our instructors are trained to handle a range of needs and provide appropriate adaptations as required.

5.3.6. Progress Tracking: We monitor each participant's progress and adjust our programs as needed to ensure that they are continually challenged and supported in their journey towards greater independence and physical health.

5.4. Sports Massage Sessions: Our Sports Massage Sessions are specifically designed to cater to individuals with disabilities, promoting relaxation, recovery, and overall physical well-being. Our qualified massage therapists understand the unique needs of each participant and utilize tailored techniques to provide therapeutic benefits that enhance comfort and mobility.

5.4.1. Customized Treatments: Each session is designed to meet the individual needs and preferences of participants. Our therapists take the time to assess each person's condition, ensuring that

the massage techniques employed are effective and appropriate for their unique circumstances.

5.4.2. Therapeutic Benefits: Sports massage can help alleviate muscle tension, reduce pain, and enhance circulation. It is particularly beneficial for individuals with disabilities, as it can aid in recovery from physical activities and improve overall function and mobility.

5.4.3. Relaxation and Stress Relief: The calming effects of massage therapy can significantly reduce stress and anxiety, promoting relaxation. Our sessions create a soothing environment where participants can unwind and feel at ease.

5.4.4. Expert Practitioners: Our team of trained therapists specializes in working with individuals with varying disabilities. They are skilled in adaptive techniques and are knowledgeable about the specific challenges that participants may face, ensuring a safe and comfortable experience.

5.4.5. Enhancing Recovery: Sports massage can be an integral part of a comprehensive rehabilitation program. It supports the body's natural healing processes, helping participants recover more effectively from injuries or strenuous activities.

5.4.6. Inclusivity and Accessibility: We are committed to making our facility accessible for all individuals. Our massage therapy rooms are equipped to accommodate participants with diverse mobility needs, ensuring everyone has the opportunity to benefit from our services.

5.4.7. Ongoing Support: We encourage regular feedback from participants and their guardians, allowing us to continually adapt and improve our services. We believe in fostering a collaborative relationship to support each individual's journey towards improved health and wellbeing.

5.5. Academy Swimming Team: Our Academy Swimming Team for individuals with disabilities is dedicated to fostering a positive and empowering environment where everyone can thrive in the sport of swimming. We believe that swimming is not only a vital life skill but also an excellent avenue for

fitness, competition, and personal growth. Our program is tailored to accommodate swimmers of all abilities and backgrounds.

- 5.5.1. Inclusive Coaching:** Our certified coaches have specialized training in adaptive swimming. They are committed to creating an inclusive atmosphere that welcomes swimmers with varying disabilities, ensuring that each participant receives personalized attention and support.
- 5.5.2. Skill Development:** We focus on building swimming skills at every level, from beginners to more advanced swimmers. Our coaching emphasizes technique, stroke development, and water safety, helping participants gain confidence in their abilities.
- 5.5.3. Competitive Opportunities:** For those interested in competition, our Academy Swimming Team provides the opportunity to participate in local, regional, and national swim meets specifically designed for athletes with disabilities. We support our swimmers in reaching their competitive goals while celebrating their achievements.
- 5.5.4. Physical and Mental Benefits:** Swimming offers numerous physical benefits, including improved strength, endurance, and cardiovascular health. Additionally, it promotes mental well-being by enhancing self-esteem, reducing anxiety, and providing a sense of accomplishment.
- 5.5.5. Team Environment:** Being part of our Academy Swimming Team fosters camaraderie and friendships among participants. We emphasize teamwork, communication, and mutual support, creating a strong sense of community that empowers each swimmer.
- 5.5.6. Adaptations for Abilities:** Our team is equipped to make necessary adaptations to ensure that all swimmers can participate fully. Whether it's providing specialized equipment or modifying drills, we are committed to accommodating individual needs.
- 5.5.7. Family Involvement:** We encourage family participation and engagement in our program. Families are welcome to attend

practices and competitions, and we promote open communication to ensure that everyone feels included in the swimming journey.

- 5.5.8. Progress Tracking:** We monitor each swimmer's progress and provide feedback to help them set and achieve personal goals. Our coaches work closely with participants to identify areas for improvement while celebrating successes along the way.

6. Registration and Fees

- 6.1.** Enrollment in any program is contingent upon successful completion of registration forms, waivers, and payment in full. Space may be limited, and registration is on a first-come, first-served basis.
- 6.2.** All participants must complete the registration form and provide necessary medical information before commencing any program.
- 6.3.** Participants must be at least [15] years old to enroll in our programs. For younger participants, guardians are required to accompany them during the sessions.
- 6.4.** Specific age group classes may be available, and participants will be placed according to their age and ability level to ensure safety and maximize learning.
- 6.5.** Fees for each program will be outlined on our website and must be paid in full prior to the start of the program.
- 6.6.** Enrollment in the Academy is non-transferable; participants may not transfer their enrollment in programs to another individual without prior written consent from the Academy.

7. Refund Policy

- 7.1.** At Swim Pioneers Academy, we understand that circumstances can change. Therefore, we have established the following refund policy for our programs:
 - 7.1.1.** No refunds will be granted for missed classes or sessions.
 - 7.1.2.** All fees are considered non-refundable unless the Academy cancels the program due to unforeseen circumstances.

7.1.3. Cancellation and Refund Schedule:

- 7.1.3.1.** If the Academy cancels the program occurs within the first week of the program, 80% of the fees will be refunded.
- 7.1.3.2.** If the Academy cancels the program occurs within the second week of the program, 50% of the fees will be refunded.
- 7.1.3.3.** If the Academy cancels the program occurs within the third week of the program, 30% of the fees will be refunded.
- 7.1.3.4.** If the Academy cancels the program occurs within the fourth week of the program, no refund will be provided. Instead, a mock-up classes or session will be arranged (As soon as possible) to ensure participants still gain a valuable experience.
- 7.1.3.5.** Refunds may take several business days to process, depending on the payment method used.

8. Code of Conduct

- 8.1.** All participants and Parent/Guardian are expected to adhere to a code of conduct that promotes a positive, inclusive, and respectful environment. This includes:
 - 8.1.1.** Treating fellow participants, instructors, and staff with respect.
 - 8.1.2.** Listening and following instructions from coaches and personnel.
 - 8.1.3.** Refraining from using inappropriate language or engaging in disruptive behavior.
 - 8.1.4.** Respecting the facilities and equipment provided by the Academy.

8.2. Any form of harassment, discrimination, or inappropriate behaviours will not be tolerated and may result in immediate removal from the program or/and service without refund.

8.3. Conduct During Sessions:

8.3.1. Participants are expected to arrive on time, prepared to engage in the activities.

8.3.2. Participants should wear appropriate swim attire, and, where necessary, should provide any personal flotation devices or assistive devices required for their safety.

8.3.3. Personal items should be kept to a minimum, and the Academy is not responsible for any lost or damaged property.

8.4. Participant Responsibilities:

8.4.1. Participants are responsible for their own well-being and safety while at the Academy. This includes following all safety guidelines, instructions, and protocols set forth by our instructors and staff.

8.4.2. Participants must inform instructors of any discomfort, pain, or difficulties experienced during the program immediately.

8.5. Parent/Guardian Responsibilities

8.5.1. Parents or guardians of minor participants must remain on-site during the lessons unless prior arrangements have been made with the Academy.

8.5.2. It is the responsibility of parents or guardians to ensure their child arrives on time and is prepared for each session. This includes appropriate swim gear and any necessary medical aids or interventions.

8.5.3. Regular attendance is essential for skill development. If a participant is unable to attend a session, parents or guardians must notify the Academy in advance.

9. Liability Waiver

- 9.1.** Participants (or guardians, if the participant is a minor) must sign a liability waiver acknowledging the risks associated with swimming and related activities.
- 9.2.** The Academy and its staff are not liable for any injuries, accidents, or losses resulting from participation in our programs, except in cases of gross negligence.

10. Equipment and Gear

- 10.1.** Participants are encouraged to bring their own swim gear, including swimsuits, towels, goggles, and any specific flotation devices or aids required for their needs.
- 10.2.** The Academy may provide equipment for use during lessons; however, participants should ensure that any personal items or equipment are in good condition and suitable for use.

11. Privacy and Confidentiality

- 11.1.** Swim Pioneers Academy values the privacy of its participants. Personal information collected during registration will be kept confidential and used solely for the purpose of providing services and administrative functions.
- 11.2.** Participants have the right to access and update their personal information at any time. The Academy will not share or sell personal information to third parties without explicit consent.

12. Communication

- 12.1.** The Academy will communicate important information regarding schedules, changes, or emergencies through the contact information provided during registration.
- 12.2.** Participants and guardians should ensure that their contact information is current and that they check their messages regularly.

13. Feedback and Complaints

- 13.1.** Participants and guardians are encouraged to provide feedback or testimonials about their experience at the Academy. These testimonials may be used for promotional purposes, and your first name may be included unless otherwise requested.

- 13.2.** We value participant and guardian feedback. Any concerns or complaints regarding our programs or services should be communicated to the Academy's management in writing. We strive to resolve all issues in a timely and constructive manner.

14. Health and Safety

- 14.1.** Participants must disclose any medical conditions, disabilities, or special needs to the Academy prior to participation.

- 14.2.** The Academy reserves the right to request a medical clearance from a qualified healthcare provider for any participant who has a pre-existing medical condition or who may require special assistance.

- 14.3.** Participants must adhere to all safety instructions provided by staff members.

14.4. Emergency Procedures:

- 14.4.1.** The Academy has established emergency procedures to ensure the safety of all participants. Staff members are trained in CPR and first aid. In the event of an emergency, participants must follow the instructions of the staff promptly.

- 14.4.2.** Parents/guardians will be notified immediately in case of any injury or medical emergency that requires attention.

14.5. Health Protocols:

- 14.5.1.** As part of our commitment to safety, participants must follow any health and hygiene protocols in place, which may include wearing face coverings, regular hand sanitization, and health screenings, especially during times of public health concerns, such as an outbreak of illness.

- 14.5.2.** Participants exhibiting signs of illness, including fever, coughing, or other contagious symptoms, should refrain from attending sessions until they are well.

14.6. Urinating and Defecating in the Pool:

- 14.6.1. Prohibition:** Urinating or defecating in the swimming pool is strictly prohibited. Such actions pose serious health risks to all participants and can lead to the contamination of pool water.
- 14.6.2. Immediate Reporting:** Participants are required to report any incidents of urination or defecation in the pool immediately to the staff on duty. This prompt reporting helps in taking necessary measures to ensure the safety and cleanliness of the facility.
- 14.6.3.** In the event of an incident involving urination or defecation in the pool, the following protocols will be activated:
- 14.6.3.1.** Immediate removal of affected swimmers from the pool.
 - 14.6.3.2.** The pool will be closed for appropriate sanitization, which may include treatment with chlorine and filtration processes.
 - 14.6.3.3.** Affected areas will be thoroughly cleaned and disinfected according to health and safety guidelines.
- 14.7.** Violation of this hygiene policy may result in disciplinary action, including a verbal warning, temporary suspension, or permanent removal from Swim Pioneers Academy programs, depending on the severity and frequency of the violation.
- 14.8.** Parents or guardians will be notified of any incidents involving minors, and appropriate steps will be taken to address the behavior.
- 14.9.** Swim Pioneers Academy will provide educational resources for participants and their guardians regarding the importance of hygiene in swimming. This may include informational sessions, flyers, or announcements.
- 14.10.** Participants will be encouraged to develop and maintain personal hygiene habits that reduce the likelihood of bathroom-related incidents in the pool setting.
- 14.11. Diaper Policy:**

- 14.11.1.** For participants who are not fully toilet trained, including infants and toddlers, Swim Pioneers Academy recognizes the importance of accommodating their needs to ensure a safe and enjoyable experience for all. The following guidelines will be implemented:
- 14.11.1.1.** All participants who may require diaper changes must wear swim diapers specifically designed for water activities. Regular diapers may not be used in the pool due to safety concerns and hygiene standards.
 - 14.11.1.2.** Swim diapers should be fitted securely to minimize the risk of leaks and accidents during swim sessions.
- 14.11.2.** Parents or guardians of participants requiring diaper changes must be prepared to manage this need in a designated area before and after swim lessons. The Academy will provide a clean and private area for diaper changes, but on-site staff may not assist with this task unless previously arranged for special circumstances.
- 14.11.3.** Guardians should ensure that clean swim diapers are provided for each session and that the participant arrives with a loose-fitting swimsuit suitable for wearing over a swim diaper.
- 14.11.4.** To maintain a clean and safe pool environment, the following hygiene practices must be adhered to:
- 14.11.4.1.** Participants must change out of any soiled swim diapers immediately, and all used swim diapers must be disposed of in designated waste containers.
 - 14.11.4.2.** Parents or guardians are required to monitor their child's bathroom needs closely during swim sessions and notify instructors of the need for diaper changes as necessary.
- 14.11.5.** Parents or guardians should inform the Academy's staff upon registration if their child has specific needs regarding diaper use.

Open communication is essential to ensure appropriate accommodations can be made.

- 14.11.6.** Diaper-wearing participants should not swim if they have had gastrointestinal issues, including diarrhea, in the past two weeks.
- 14.11.7.** Participants (and their guardians) acknowledge that they have been informed of, understand, and accept that the need for diaper changes may pose specific risks and responsibilities. By enrolling in the program, they waive and release Swim Pioneers Academy from any claims regarding diaper use or management during swim activities.
- 14.11.8.** For participants requiring diapers, parents or guardians are encouraged to remain present during lessons to assist with any necessary transitions to and from the pool, including diaper changes, to ensure the comfort and safety of the child.

15. Photography and Filming Policy

- 15.1.** At Swim Pioneers Academy, we recognize the importance of capturing moments during swimming sessions for promotional use, educational purposes, and community engagement. The following terms govern the use of photographs and films taken during Academy programs:
 - 15.1.1. General Photography and Filming:** Participants (and their guardians) are advised that photographs and videos may be taken during classes and events. By participating, they consent to being photographed or filmed as part of the program.
 - 15.1.2. Opt-Out Option:** Participants and their guardians have the right to opt out of being photographed or filmed by notifying Swim Pioneers Academy in writing prior to the start of the program. The request must be honored, but it is the responsibility of the participant (or guardian) to ensure that staff members are informed of the opt-out status.
- 15.2. Media Release Agreement:** During the registration process, participants (and their guardians) will be required to sign a media release agreement indicating whether they consent to the use of their image for promotional purposes and specifying any limitations or conditions.

- 15.3.** Swim Pioneers Academy may use photographs and videos taken during classes and events for the purpose of:
- 15.3.1.** Promotion of Academy programs on social media platforms, websites, and marketing materials.
 - 15.3.2.** Educational content that may be shared publicly or with specific stakeholders.
 - 15.3.3.** Images and videos may be edited, cropped, or otherwise modified for these purposes.
- 15.4.** Swim Pioneers Academy is committed to ensuring that the privacy of all participants is respected. Personal information, including names and other identifying details, will not be disclosed in connection with photographs or videos without explicit consent from participants or their guardians.
- 15.5.** Participants and guardians are prohibited from taking photographs or videos of others during swimming classes and events without explicit permission. This helps preserve the privacy and comfort of all Academy participants. Any unauthorized recording may result in a violation of the Academy's policies and possible dismissal from the program.
- 15.6.** If any participant (or guardian) feels that their image or video has been used inappropriately, they should report the incident to Swim Pioneers Academy's management immediately for review and resolution.
- 15.7.** By participating in Swim Pioneers Academy programs, participants (and their guardians) acknowledge that they release the Academy from any claims, demands, or liabilities in connection with the use of photographs, recordings, or videos taken during their participation.
- 15.8.** During special events or competitions, additional media coverage may be present. Participants should be aware that these events may attract local media, and consent for photographs and filming may be assumed unless expressly denied.
- 15.9.** Specific announcements will be made prior to these events to inform participants of any media coverage and to identify additional consent requirements as necessary.

- 15.10.** Consent for the use of photographs and videos is perpetual and does not expire, unless explicitly revoked in writing by the participant (or guardian) and acknowledged by Swim Pioneers Academy.
- 15.11.** By enrolling in Swim Pioneers Academy and participating in its programs, participants (and their guardians) acknowledge that they have read, understood, and accepted these terms and conditions related to photography and filming.

16. Swim Pioneers Academy Team Membership

- 16.1.** Membership in the Swim Pioneers Academy Team is open to participants who have completed the required swim levels and who demonstrate appropriate swim skills and readiness for competitive swimming.
- 16.2.** Interested participants must undergo a try-out process, where skills will be assessed by coaching staff to ensure proper placement on the team.
- 16.3.** Participants are expected to commit to regular attendance at all practices, meets, and team events. Consistent attendance is crucial for individual and team development.
- 16.4.** A minimum attendance rate (80%) at practices and competitions may be required to remain in good standing on the team.
- 16.5.** All team members must adhere to the Swim Pioneers Academy Code of Conduct. This includes demonstrating sportsmanship, respect for coaches, teammates, and competitors, and a positive attitude during practices and competitions.
- 16.6.** Any violations of the Code of Conduct could result in disciplinary action, including suspension from the team.
- 16.7.** Team members may be required to pay registration fees, training fees, and competition fees. Payment of these fees is necessary for participation on the team.
- 16.8.** Fee details, payment deadlines, and refund policies will be clearly communicated before the season begins.
- 16.9.** The Swim Pioneers Academy Team will maintain a pre-determined practice schedule, which will be distributed to all team members and their guardians.

- 16.10.** Changes to the schedule will be communicated promptly, and all participants are expected to adhere to the adjusted times.
- 16.11.** Team members will have the opportunity to compete in local, regional, and possibly national swimming events. Participation in competitions is encouraged but may be contingent on practice attendance and performance readiness.
- 16.12.** Team members and their guardians must complete any necessary registration forms and payment for competitions by specified deadlines.
- 16.13.** All team members are expected to have appropriate swim gear, including team swimsuits, caps, goggles, and any other equipment specified by the coaching staff.
- 16.14.** Team gear must be worn during practices and competitions unless otherwise instructed.
- 16.15.** Parents and guardians are encouraged to support their child's involvement in the Academy Swimming Team by attending meets, volunteering for events, and participating in fundraising activities.
- 16.16.** An open line of communication between parents and coaching staff is encouraged regarding any concerns or questions.
- 16.17.** Participants must disclose any medical conditions or medications to the coaching staff to ensure proper care during practices and competitions.
- 16.18.** A medical release form must be completed and submitted prior to the start of the season.
- 16.19.** Team members and their guardians are responsible for transportation to and from practice sessions and competitions. Carpools may be arranged among families to facilitate travel to events.
- 16.20.** For events requiring travel away from the Academy, additional guidelines on transportation and supervision will be provided.
- 16.21.** Participants (and their guardians) grant permission for photographs and videos to be taken during team practices and competitions for promotional

purposes, as outlined in the Academy's Photography and Filming Policy. Participants may opt out by submitting a written request.

- 16.22.** Should any conflicts or grievances arise, participants and their guardians are encouraged to address concerns directly with the coaching staff first. If the issue is not resolved, it may be escalated to Academy administration according to the grievance resolution process.
- 16.23.** The Swim Pioneers Academy reserves the right to dismiss any member who fails to adhere to the terms of membership, including attendance, conduct, and fee obligations.
- 16.24.** Any dismissal decision will include a review process and communication with the participant and their guardians.
- 16.25.** By joining the Swim Pioneers Academy Team, participants (and their guardians) acknowledge they have read, understood, and accepted all applicable terms and conditions outlined herein, including potential risks and responsibilities associated with competitive swimming.

17. Scholarships and Financial Assistance

- 17.1.** Swim Pioneers Academy aims to provide access to all individuals regardless of financial capability. Information regarding scholarships or financial assistance options may be available upon request.
- 17.2.** Applications for financial assistance will be reviewed on a case-by-case basis, and applicants may be required to submit additional documentation to support their requests.

18. Governing Law

- 18.1.** These terms and conditions shall be governed by and construed in accordance with the laws of the Kingdom of Bahrain.

19. Dispute Resolution

- 19.1.** In the event of a dispute arising from these terms and conditions, the parties agree to attempt to resolve the matter amicably through direct communication. If unresolved, the matter will be referred for mediation before any legal proceedings are initiated.

20. Force Majeure

- 20.1.** Swim Pioneers Academy shall not be liable for any failure to perform its obligations under these terms due to circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, government restrictions, or other events of force majeure.

21. Changes to Terms and Conditions

- 21.1.** Swim Pioneers Academy reserves the right to modify these terms and conditions at any time. Changes will be communicated to participants through appropriate channels, such as email or posting on our website. Participants' continued participation in our programs will be deemed acceptance of the new terms.

22. Acceptance of Terms

- 22.1.** By registering for any program with Swim Pioneers Academy, participants (or guardians, if the participant is a minor) acknowledge that they have read, understood, and agree to these terms and conditions.

Contact Information

For any questions or clarifications regarding these terms, please contact us at:

Swim Pioneers Academy

Email: Academy@swimPioneers.com

Phone: 32112299

Thank you for choosing Swim Pioneers Academy! We look forward to creating an inclusive and enriching swimming experience for you!