

Booking Terms and Conditions

Last updated: 7 August 2026

By confirming a booking or making payment, the customer agrees to the following Booking Terms and Conditions.

1. Booking types

Swim in a Barn offers:

- regular monthly bookings;
- regular three-month bookings;
- casual or additional one-off sessions, subject to availability.

A regular booking reserves the same agreed weekly time exclusively for the customer throughout the paid booking period.

2. Payment and confirmation

All bookings must be paid for in advance by the payment date shown on the invoice.

A booking is confirmed only when payment has been received. If payment is not received by the due date, Swim in a Barn may release the slot to another customer.

Three-month bookings are for a fixed three-month period. Monthly bookings continue one month at a time and may be cancelled for future months by notifying Swim in a Barn before the next payment is due.

3. Casual bookings

Casual and additional one-off sessions are booked for a specific date and time.

Once a casual booking has been confirmed and paid for, it is non-refundable if the customer cancels or does not attend. This includes cancellations resulting from illness, medical advice, holidays, transport problems or changes in personal circumstances.

A casual booking may be transferred to family members or friends in accordance with section 6 below.

This non-refundable policy does not apply where Swim in a Barn cancels the session or where a refund is required by law.

4. Customer cancellations and missed regular sessions

Payments for regular monthly or three-month bookings are non-refundable where a customer cancels a booking, misses a session or is unable to attend for personal reasons, including illness, medical advice, holidays, transport problems or changes in personal circumstances.

Regular slots are reserved exclusively for the customer and removed from availability for the entire paid booking period. Swim in a Barn may therefore retain payments reasonably required to cover the direct financial loss caused by the cancellation.

If Swim in a Barn is able to rebook a cancelled slot, any amount recovered from the replacement booking will be taken into account. Any refund will be limited to the amount recovered, less any reasonable direct losses or costs resulting from the cancellation.

Sessions missed or cancelled by the customer will not be added to the end of the booking period.

5. Changing a regular session

A request to move a regular session must be made at least 48 hours before the scheduled start time.

Where sufficient notice is provided, Swim in a Barn may allow the session to be moved to another available time within the same booking period. All changes are subject to availability and are not guaranteed.

Requests made with less than 48 hours' notice will be treated as a customer cancellation. The session will not be refunded, credited or added to the end of the booking period.

6. Transferring a booking

A customer may transfer some or all of their remaining sessions to family members or friends.

Swim in a Barn must be informed before the new swimmers attend. The customer must provide their names and contact details, and all replacement swimmers must agree to follow the Pool Rules.

Bookings may not be resold for profit.

7. Pool closures by Swim in a Barn

If Swim in a Barn has to cancel a session because of maintenance, equipment failure or another operational issue within our control, the affected session will either:

- be added to the end of the customer's existing booking period; or
- be moved to another mutually agreed available time.

A replacement session or booking extension will normally be offered instead of a cash refund.

If Swim in a Barn permanently changes its opening hours and can no longer provide the agreed regular slot, the customer will be offered another available slot. If no suitable alternative can be agreed, the unused affected sessions will be refunded.

Where a replacement cannot be provided within a reasonable time or without significant inconvenience, any refund or price reduction required by law will be provided.

8. Closures outside our control

If the pool cannot open because of circumstances outside the reasonable control of Swim in a Barn, customers will be contacted as soon as reasonably possible. Each situation will be handled in accordance with applicable consumer law.

9. Late arrival

Sessions begin and end at the booked times. Arriving late does not extend the session and does not create an entitlement to a refund, credit or replacement session.

10. Keeping to the booked session time

Customers are responsible for keeping track of their booking time and must leave the water promptly at the end of their session.

If a customer remains in the water beyond the booked finishing time and continues into the next bookable slot, Swim in a Barn reserves the right to charge an additional fee equal to the full price of the additional slot occupied.

11. Multiple regular bookings

The multi-slot discount applies only when the same customer holds more than one regular slot covering the same booking period and the slots are paid for together.

The discount does not apply to casual or additional one-off sessions. If a customer cancels one of their regular slots and retains only one, the remaining slot will return to the full applicable price from the next booking period.

12. Pool Rules

All customers and their guests must follow the published Pool Rules and all reasonable safety instructions.

The Pool Rules are displayed on the notice board by the entrance to the swimming pool in the main hall and are also available on the Swim in a Barn website. Customers are responsible for ensuring that everyone in their group has read and understood the Pool Rules before using the pool.

Swim in a Barn may refuse or end access where the Pool Rules are seriously or repeatedly breached, or where behaviour creates a safety risk to swimmers, staff or the property.

13. Statutory rights

Nothing in these Booking Terms and Conditions excludes or limits any rights or remedies that customers have under UK consumer law.

These terms are governed by the laws of England and Wales.