

# Continuing Community Care (CCC)

## Terms & Conditions for Hydrotherapy & 1:1 Sessions

**Organisation:** Continuing Community Care (Registered Charity 1204035)

These Terms & Conditions apply to all clients, participants, carers, and referrers using Continuing Community Care (CCC) services, including **group hydrotherapy sessions** and **private 1:1 hydrotherapy or rehabilitation sessions**.

By booking, attending, or participating in any session delivered by CCC, you confirm that you have read, understood, and agreed to these Terms & Conditions.

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### 1. Service Overview

CCC provides: - Group hydrotherapy sessions - Private 1:1 hydrotherapy sessions - Rehabilitation-led water-based exercise and therapy

Hydrotherapy sessions take place in a **hydrotherapy pool hired by CCC from The Garwood Foundation**. CCC is the service provider; The Garwood Foundation is the facility owner and pool operator.

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### 2. Pool Hire & Facility Use

- The hydrotherapy pool is hired by CCC at a cost of **£60 per hour**.
- All sessions are subject to the availability and operational status of the pool.
- CCC must comply with The Garwood Foundation's hire terms and conditions at all times.
- Pool closures may occur due to maintenance, safety checks, or unforeseen circumstances. CCC will provide as much notice as possible but cannot guarantee uninterrupted access.

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### 3. Bookings

- All sessions must be **pre-booked**.
- Bookings are confirmed only once payment has been received or an invoice agreement is in place.
- CCC reserves the right to refuse or cancel bookings if these Terms & Conditions are breached.

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## 4. Payments

- Payment must be made **in advance** of sessions unless otherwise agreed in writing.
- Group and 1:1 session fees are set by CCC and communicated at the time of booking.
- Missed or unattended sessions remain payable.
- Outstanding balances may result in suspension of future sessions.
- CCC reserves the right to pursue recovery of unpaid fees.

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## 5. Group Session Payments & Attendance (Aqua Therapy & Aquarobics)

The following terms apply **specifically to group hydrotherapy sessions** (including Aqua therapy and Aquarobics) and form part of CCC's general Terms & Conditions.

### Securing a Group Session Space

- Group session spaces are limited and allocated on a **monthly payment basis**.
- A client's place is secured by monthly payment as follows:
  - **Aqua Therapy:** £44.00 – £55 per month
  - **Aquarobics:** £48.00 – £60.00 per month
- Payments must be made **within the first two (2) weeks of each month**.

### Payment Obligation

- Clients are paying for a **reserved slot**, not for individual attendances.
- Full monthly payment is required **regardless of how many sessions are attended** in that month.
- Sessions missed for any reason are **non-transferable and non-refundable**.
- CCC is unable to offer alternative sessions on different days if a client cannot attend their allocated session.

### Non-Payment

- If payment is not received after **two (2) weeks**, CCC reserves the right to offer the space to another client.
- After **three (3) weeks of non-payment**, the client may be removed from the register.

### Extended Absence

- If a client is unable to attend for **one month or more**, full payment is still required to retain the slot.
- CCC no longer accepts half-payments to hold group session spaces during extended absences.

## Extenuating Circumstances

- Clients unable to attend due to serious or extenuating circumstances (e.g. hospitalisation) should contact **Paul Carr**, as soon as possible for advice and guidance.
- Short-term illnesses such as colds or flu are understood; however, CCC is unable to provide Aqua Therapy or Aquarobics sessions in any alternative format.

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## 6. Payments (All Sessions)

### Payment Methods

Clients may pay using one of the following methods:

#### Option 1: Bank Transfer (no charge)

Name: Continuing Community Care

Bank: NatWest Business Account

Account Number: 65520823

Sort Code: 51-50-02

*Clients must use their full name as the payment reference.*

#### Option 2: Debit Card

A £1 transaction fee applies per card payment.

#### Option 3: Pay via our QR Code



Scan to pay  
Continuing Community Care

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## 7. Cancellations & Non-Attendance

### Client Cancellations

- A minimum of **24 hours' notice** is required for cancellations.
- Cancellations made with less than 24 hours' notice will be **charged in full**.
- Non-attendance without notice will be charged in full.

### CCC or Facility Cancellations

- CCC reserves the right to cancel sessions due to staff illness, safety concerns, or pool unavailability.

- Where possible, sessions will be rearranged. If this is not feasible, a credit or refund may be offered at CCC's discretion.

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## 6. Health, Medical & Fitness to Participate

- Clients must disclose all relevant medical conditions before participating.
- Participation is at the client's own risk unless otherwise covered by CCC's professional duty of care.
- Clients must not attend sessions if suffering from sickness, diarrhoea, or any contagious condition.
- Cuts and wounds must be covered.
- Pads or swim nappies must be worn where necessary and disposed of hygienically.
- Verruca socks should be worn if required.

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## 7. Safety & Conduct

- CCC staff are trained to deliver safe and appropriate sessions but **clients remain responsible for their own wellbeing**.
- Instructions given by CCC staff must be followed at all times.
- No running, unsafe behaviour, smoking, or eating is permitted in the pool or changing areas.
- Emergency alarm cords must never be interfered with.

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## 8. First Aid & Emergency Procedures

- At least one qualified member of staff present will hold appropriate first aid and resuscitation training.
- A first aid kit is available within the pool area.
- In the event of an emergency, CCC staff will manage the situation and notify the pool operator immediately.

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## 9. Personal Property & Parking

- CCC accepts no responsibility for loss, theft, or damage to personal belongings.
- Vehicles are parked at the owner's risk.
- Parking rules of the Centre must be adhered to at all times.

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## 10. Equipment & Facilities

- Pool equipment, hoists, and fixtures must not be tampered with.
- Any damage caused by clients or their representatives may be charged.
- Clients must use equipment only as instructed by CCC staff.

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## 11. Photography & Media

- Photography or video recording is not permitted without prior written consent from CCC.
- CCC may occasionally capture images or video for promotional purposes; consent will always be obtained.

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## 12. Liability

- CCC holds appropriate public liability and professional insurance.
- CCC is not liable for injuries or incidents arising from undisclosed medical conditions, failure to follow instructions, or misuse of facilities.
- Nothing in these Terms & Conditions excludes liability where it cannot be lawfully excluded.

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## 13. Safeguarding & Respect

- CCC operates a zero-tolerance approach to abuse, harassment, or discriminatory behaviour.
- CCC reserves the right to terminate services immediately if behaviour places others at risk.

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## 14. Data Protection

- Personal data is processed in accordance with UK GDPR.
- Information is used solely for service delivery, safeguarding, and administrative purposes.

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## 15. Acceptance of Terms

By attending any CCC session, you confirm that you:

- Understand that CCC hires the pool from a third-party provider
- Accept responsibility for attending sessions safely and appropriately
- Agree to CCC's payment, cancellation, and conduct policies

These Terms & Conditions may be updated periodically. The most recent version will always apply.

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**Continuing Community Care**

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Website: [www.ccc-hydrotherapy.org](http://www.ccc-hydrotherapy.org)