LEVEL-UP AQUATICS

Company No. SC839175
info@levelupaquatics.co.uk
www.levelupaquatics.co.uk

Terms & Conditions

Last updated: June 2026

1. Introduction

These Terms and Conditions govern your use of the Level-Up Aquatics website (www.levelupaquatics.co.uk) and the purchase of any services from Level-Up Aquatics Ltd ("we", "us", "our"), a company registered in Scotland (Company No. SC839175).

By booking or purchasing any of our services, you agree to these Terms. Please read them carefully before completing a purchase.

2. Our Services

We offer the following services:

Level-Up Masterclass

A group coaching session at the University of Edinburgh Swimming Pool, Edinburgh. Combines pool coaching, video analysis, and performance data.

Level-Up Technical Analysis

A personalised service in which you submit race footage via your Members Area. Our coaching team reviews your footage, creates a detailed analysis report, and uploads a feedback video. You access the report and video through your Members Area on our website.

3. Booking and Payment

3.1 Bookings are made through our website and are subject to availability.

3.2 Full payment is required at the time of booking unless otherwise stated.

3.3 Prices are listed in GBP and include VAT where applicable. We reserve the right to change prices at any time; changes will not affect confirmed bookings.

3.4 Payment is processed securely through Wix Payments. We do not store your card details.

3.5 Your booking is confirmed once you receive a confirmation email. We recommend you retain this for your records.

4. Cancellations and Refunds

Masterclasses (events)

4.1 Cancellation by you:

- More than 14 days before the event: full refund
- 7–14 days before the event: 50% refund
- Less than 7 days before the event: no refund

4.2 Cancellation by us: In the unlikely event we must cancel an event, you will receive a full refund or the option to transfer to another date.

4.3 Non-attendance: No refund will be issued if you fail to attend without prior cancellation.

Level-Up Technical Analysis

4.4 Once you have submitted race footage and the analysis is underway, refunds cannot be issued.

4.5 If you have purchased the service but not yet submitted footage, you may request a refund within 14 days of purchase.

General

4.6 To request a cancellation or refund, email info@levelupaquatics.co.uk with your booking reference.

4.7 Your statutory rights under the Consumer Rights Act 2015 are not affected.

5. Members Area

5.1 The Members Area is accessible to customers who have purchased the Level-Up Technical Analysis service.

5.2 You are responsible for keeping your login credentials secure. Do not share your account with others.

5.3 Access to the Members Area is personal to you and non-transferable.

5.4 We reserve the right to suspend or terminate your Members Area access if these Terms are breached.

6. Technical Analysis Service

6.1 **Footage submission:** You are responsible for uploading your own race footage via the Send Footage page. Footage must be a video file of yourself swimming in competition or training.

6.2 **Content standards:** You must not upload footage of third parties without their consent. You must not upload any content that is unlawful, offensive, or in breach of any third party's rights.

6.3 **Delivery timeframe:** We will endeavour to deliver your completed analysis report and feedback video within 5 business days of receiving your footage. We will notify you if this is likely to be delayed.

6.4 **Report ownership:** The analysis reports produced by Level-Up Aquatics Ltd remain our intellectual property. We grant you a personal, non-commercial licence to use them for your own training and development. You may not reproduce, distribute, or sell them.

6.5 **Footage ownership:** You retain ownership of your own race footage. By uploading it, you grant us a limited licence to use it solely for the purpose of producing your analysis.

7. Intellectual Property

7.1 All content on our website — including text, images, logos, videos, and coaching materials — is the property of Level-Up Aquatics Ltd or our licensed partners and is protected by copyright.

7.2 You may not reproduce, distribute, or use our content for commercial purposes without our written permission.

8. Limitation of Liability

8.1 We take all reasonable care in delivering our services and coaching content. However, swimming training carries inherent physical risk. You participate in our events and follow coaching advice at your own risk.

8.2 We are not liable for any injury, loss, or damage arising from your participation in our events, unless caused by our negligence.

8.3 Our total liability to you in connection with any service will not exceed the amount you paid for that service.

8.4 Nothing in these Terms limits our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be excluded by law.

9. Website Use

9.1 We make reasonable efforts to keep the website available and accurate, but we do not guarantee uninterrupted access.

9.2 We are not responsible for the content of any third-party websites linked from our site.

10. Governing Law

These Terms are governed by the law of Scotland. Any disputes arising from these Terms will be subject to the exclusive jurisdiction of the Scottish courts.

11. Changes to These Terms

We may update these Terms from time to time. The "Last updated" date at the top will reflect any changes. Continued use of our services after a change constitutes your acceptance of the updated Terms.

12. Contact Us

For any questions about these Terms:

Level-Up Aquatics Ltd

Email: info@levelupaquatics.co.uk

Website: www.levelupaquatics.co.uk