

Cancellations and Refunds



- Requests for change and cancellations may be accommodated prior to the start of term. Refunds for cancellation will incur a \$20 administration fee.
- Once the term has started, we do not offer refunds for change of mind or calendar clashes.
- Fees are set on a monthly basis for squads and per term for Learn to Swim and pre squads We do not offer refunds for sessions/lessons not attended.
- If a swimmer is not able to complete the term due to serious injury or illness a part refund minus a \$20 administration fee may be made. This will be based on Committee approval.
- In the event that a child is removed from a programme due to behaviour, a refund may be made based on the sessions/lessons not attended at the discretion of the Committee.
- In the event that LTS or Pre- Squad lessons are cancelled due to a pool safety or weather incident then a make up lesson will be offered. We offer a maximum of 2 makeup lessons per term for cancellations.
- In the event that lessons and sessions are suspended for a period of time due to a natural disaster, lockdown or any other reason, refunds will be offered as follows:
 - o For Squad Swimmers – a refund of 50% of monthly fees if sessions are suspended prior to the middle of the month. No refund if sessions are suspended after the middle of the month.
 - o For LTS and Pre-Squad – refunds are offered for the remainder of the term from the Monday following lesson suspension i.e., the start of the following week.
- A make up lesson will be provided for LTS and Pre-Squad where a lesson falls on a public holiday and full fees have been paid.
- Squad payments may be placed on hold if a swimmer is not attending for a month or longer. This must be requested prior to the start of the month. We do not offer part month payment for our squads.
- Part month payments for squads are offered at the first month of joining only and if a swimmer is starting part way through a month.
- Squads may be suspended over the Xmas and NY period when the pool closes. There is no fee reduction for this period.
- There may be a fee reduction when squads are suspended for a break of more than one week.