

Booking and Re-booking Policy

Booking

1. Contact the school to discuss the pupil's requirements and class/time available
2. On verbal acceptance of swim place an email will be sent to you confirming the offer of which payment is required in 5 calendar days.
3. Upon receipt of your payment a receipt will be emailed to you

Re-Booking

1. Payment dates and costs will be advised via newsletter before half term of each term preceding a new term.
2. Payment for the oncoming term can be paid via bank transfer or cash at the front desk of the The Swimming Academy. A credit will be put to your Home Portal account and you will also receive a written receipt for payment in cash.
3. Payment for the oncoming term must be received and credited to your account no later than 2nd from last lesson of each term to guarantee your swim placement for the oncoming term
4. Pupil's placements for the oncoming term are only guaranteed till the 2nd from last lesson of each term. At the start of the last lesson on each term – where no payment has been received, placements will be released

Cancellation

1. A £10.00 administration fee will be retained for any cancellations 7 days from the start of a course
2. Refunds cannot be given for lessons cancelled up to 7 days prior to the start of the course date.

Pupil Absence / Injury

1. Refunds will not be given for Pupil absence of everyday ailments such as colds / chicken pox / measles etc. There will be no refund for COVID-19 infection or isolation of such.