

## CANCELLATIONS POLICY

- All Cancellations require 2 weeks notice in writing
- No paid fees are refundable
- No paid fees are transferrable
- Direct Debit Payment Cancellations for scheduled payments for the next month, must be made by 11th of the previous month.
- If this is not done, the scheduled direct debit for the next month will go through and will then be actioned
- If 2 classes are missed and there has been no contact from you, Pacific Swim School reserves the right to cancel the membership. Refunds will not be paid.
- Re-enrolment after a break membership does not guarantee that your child will be re-enrolled into the same level class. This is because children often regress from a break in swimming and so the correct class level would need to be re-established
- All information, including direct debit details will need to be completed on re-enrolment
- Cancellation of membership will result in the forfeiture of membership fees and membership will be due on return.
- Makeup lessons are lost on cancellation