	Just Swimming	Corporate Policy Manual
	Swimming Lesson Refund, Make Up & Credit Policy	

Swimming Lesson Refund, Make Up & Credit Policy

A. Purpose

To provide a consistent approach to managing requests for make-up lessons, for considering lesson credits when participant or program cancellations occur and for responding to refund requests where a lesson enrolment has been terminated by the parent, guardian or participant.

B. Scope

This policy is applicable to the operation of Just Swimming learn to swim programs and services where fees and charges are levied for timetabled services delivered.

C. Performance Standard Expected (including relevant legislation)

This policy sets out requirements in compliance with the consumer guarantees within the Australian Consumer Law and Fair Trading Regulations 2012.

D. Person/s Responsible for Implementation

Just Swimming Customer Service staff and Swim School Co-ordination staff are responsible for the implementation of this policy through engagement with learn to swim program customers. Final decisions on applications for lesson credits will be at the discretion of the General Manager Just Swimming.


E. Record of compliance

- Completion of make-up lessons in accordance with policy requirements.
- Response to requests and notifications in relation to lesson deferment or enrolment termination in accordance with this policy.
- In-system records of actions resulting from the implementation of this policy.

F. Policy

1. General Policy Principles

1. All participants must pay accounts levied for booking into a learn to swim program. All swim school accounts are due for payment by the last day of the preceding term program for existing participants and at least 24 hours before the first session in the new term for new participants.
2. Payments can be made by eft, credit card, cheque or cash transactions.
3. Once payment has been received the participant confirms their expectation to attend all sessions scheduled for the term program in which they have enrolled. Just Swimming confirms their obligation to conduct the scheduled sessions to the standards applicable to learn to swim programs.

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4. Just Swimming has no obligation to refund for services programmed that participants do not attend.
5. Once payment has been made, participants cannot cancel attendance at the program or seek to have lessons credited to a later date or request a refund if:
 - a) The participant changes their mind
 - b) The participant expected a lesson delivered in a particular way that is contrary to the method of lesson delivery programmed; or
 - c) The participant failed to clearly explain their needs to the service provider.

2. Refunds

Just Swimming does not offer refunds for classes conducted that have been missed by participants. All enrolments are expected to be for the whole of the period of the programmed lessons (eg: term enrolment). Participants wishing to terminate their enrolment in a program prior to the end of the enrolment block, with no intention to return, forfeit the remainder of their term payment.

3. Make up lessons


Make up classes are offered where available space exists in another class of the same level on a different time or day of the week. To be eligible for a make-up lesson participants must email or phone the relevant swim school no less than 1 hour prior to the scheduled class and no more than 24 hours in advance of the enrolled class to see if availability in a similar class exists on an alternate day. The following applies to make up lessons:

- A maximum of 2 make up classes are available in any one term (if available). Those in squad level classes should arrange make up lessons via their coach.
- Make ups are not provided for School Holiday Program enrolments.
- Make up classes cannot be transferred to other program participants or onto the following term of lessons.
- Make up classes are not guaranteed and are subject to availability.
- Make up classes are not available in the first or final weeks of the term
- Make up lessons are not transferrable between Just Swimming center's

4. Lesson Credits

Credits will only be considered for participants who have incurred a major illness or injury. The following will apply to lesson credits:

- Credits will not be granted for participant holidays.
- All credit applications must be received prior to the completion of the enrolled term.
- Credits will only be considered for 3 or more consecutive absences from lessons.
- A credit will be applied to the customer's account for use for future swimming lessons and will be valid for 12 months.
- Credits may only be used for direct family members of Just Swimming (not merchandise) and may be transferred to another Just Swimming Centre.

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- Credit is not provided for classes missed prior to notifying Just Swimming. Participants wishing to maintain their place in the class must remain enrolled whilst their lessons are suspended.

All requests for credit of lessons must be made to the applicable swim school supervisor in writing. An “Application for Credit Form” must be completed and submitted with the following documentation.

- Letter outlining the reason for application and number of lessons missed
- Doctors certificate supplied within the term of the missed lessons
- Copy of fees payment receipt
- Swim School entry card

Once a credit has been considered, a confirmation email outlining the response will be sent. If approved, the email will include the amount of credit attributed to the family account.

5. Lesson Cancellation

In the event that a scheduled lesson is cancelled by Just Swimming due to pool closure or major incident a credit or make up lesson will be applied to the participants account by Just Swimming.

G. Review

- The Swimming Lesson Credit and Refund Policy will be reviewed at a date approximately 24 months from introduction.