	Just Swimming	Swim Schools Programs Manual
	Holiday Program Payment and Cancellation Policy	

Holiday Program Payment and Cancellation Policy

A. Purpose

To document the circumstances and procedure for the payment of fees and lesson cancellation in the event a booked class is no longer suitable or there is a medical related reason for lesson cancellation during the school holiday program. The policy seeks to define the circumstances that warrant the cancellation of swimming lessons where lessons were programmed and/or in progress.

B. Scope

This policy is applicable to the decisions made by customers to cancel lessons where there are programmed Just Swimming Learn To Swim Holiday Program sessions planned and where fees and charges are levied for those lessons.

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 Swim School Coordinators, Managers and Member Relationship Assistant staff are responsible for the implementation of this policy through engagement with program customers. Final decisions on applications for lesson credits will be at the discretion of the Aquatics Program Director Just Swimming and Executive General Manager Nunawading Swimming Club.

E. Record of compliance

- Evidence of response to notifications, testing or observations in relation to changes in facility condition such as water quality, fixtures and fittings or building structures.
- 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 any Just Swimming administered programs. All swim school Holiday Program enrolments must be paid for in full upon enrolment.

2. Payments can be made by eftpos, credit card or cash transactions– American Express
N/A

3. Once payment has been received the participant confirms their expectation to attend

	Just Swimming	Swim Schools Programs Manual
	Holiday Program Payment and Cancellation Policy	

all sessions scheduled for the holiday 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.

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.

6. Just Swimming does not offer make up lessons during the Big Splash Holiday Program for any missed lessons.

2. Cancellation Guidance Notes - Standard Holiday Program

a) **Cancellation of lessons due to a medical reason:** Upon presentation of a medical certificate a credit will be provided for any missed lesson provided a minimum of two (2) hours' notice prior to the lesson commencing has been provided.

b) **Cancellation of lessons due to a non-medical related reason:**


- less than fortyeight (48) hours' notice of cancellation of an intensive lesson booking is provided there will be no credit applied.
- more than fortyeight (48) hours but less than seven (7) days' notice is given a credit of 50% of fees paid will be applied.
- seven (7) or more days' notice a full credit of fees will be applied.
- single days within an intensive booking can not be cancelled.

3. Cancellation Guidance Notes – One-To-One lessons and Stroke Improvement Clinics

a) **Cancellation of lessons due to a medical reason:** Upon presentation of a medical certificate a credit will be provided for any missed lesson provided a minimum of two (2) hours' notice has been provided.

b) **Cancellation of lessons due to a non-medical related reason:**

- less than seventytwo (72) hours' notice of cancellation of a lesson there will be no credit applied.
- more than seventytwo (72) hours' but less than seven (7) days' notice of cancellation of a lesson a credit of 50% will be applied.
- seven (7) or more days' notice a full credit of fees will be applied.

	Just Swimming	Swim Schools Programs Manual
	Holiday Program Payment and Cancellation Policy	

4. Changes to booked lessons

Any permanent changes to a booked class are subject to availability. Should a suitable class to move to not be available the option is to either stay in the original booked class or the “Cancellation of lessons due to a non-medical reason” will apply.

Just Swimming does not offer make-up lessons during the Big Splash Holiday Program for any missed lessons.

5. 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: holiday program). 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 payment.

6. Lesson Cancellation

In the event that a scheduled lesson is cancelled by Just Swimming and more than 50% of a lesson is missed due to pool closure or major incident, a credit or make up lesson will be applied to the participants account by Just Swimming. Decisions made by Just Swimming management to cancel lessons, are made referencing the Lesson Cancellation Policy.

G. Review

- The Holiday Program Payment and Cancellation Policy will be reviewed at a date approximately 6 months from introduction.