

Sedbergh Swimming Club

Cancellation & Refunds Policy

The Club recognises how important swimming lessons/sessions are to its Members but sometimes unexpected events/emergency situations can occur meaning that we have to make adjustments to our programme. This can happen if the pool is closed at short notice or if a lifeguard or teacher are unavailable due to unforeseen circumstances.

Presence of a qualified lifesaver

During group swimming sessions, a qualified lifesaver must be present at all times. If a lifeguard is not present due to unforeseen circumstances then lessons/sessions will not be able to go ahead. The presence of a lifeguard is essential for the health and safety of all pool users. This requirement has been agreed between Sedbergh School and the Swimming Club as part of the pool hire and is set out in the School's Pool Safety Operating Procedures.

Cancellation of a swimming lesson by the Swimming Club

If a swimming teacher is not available to deliver a swimming lesson then the lesson will not be able to go ahead unless alternative teaching arrangements can be made. We will aim to provide a temporary swimming teacher if we have sufficient time to do so. If this is not possible then the lesson will be cancelled and we will offer a refund if you have already paid for the lesson.

Cancelling swimming lessons - Members

If you need to cancel a swimming lesson due to sickness or you are unavailable then please notify the Club. You can do this by either speaking directly to the swimming teacher or by posting a message on the Club's Facebook page.

If you wish to discontinue lessons then please notify us so that we can then allocate the place to someone else who is on our waiting list.

Refunds

No refunds will be issued that relate to the closure of the swimming pool which is beyond the Swimming Club's control, in the event of sickness or if the member decides not to continue lessons.

The Club's membership fee is non-refundable.

If you wish to pursue a refund please contact the Club's Membership Secretary via email – sedberghswimclub@gmail.com

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