

Brighton Swimming Centre/Swim UK



Cancellation Policy

Cancellation policy by the customer/candidate

If the customer/candidate is unable to attend the course following the booking of the course, please see below the refund that will be offered:

- 4 weeks' notice of course start date = no cancellation fee – full refund
- 3 weeks' notice of course start date = 25% of course fee
- 2 weeks' notice of course start date = 50% of course fee
- 1 week notice of course start date = 75% of course fee
- Less than 1 week of course start date = 100 % of course fee – no refund

Should the course have to be cancelled due to a medical reason (including mental health) Brighton Swimming Centre/Swim UK will offer an alternative course date and transfer the course free of charge. This will be only offered once and if cancelled again the above policy will not be offered and no refund will be provided to the customer/candidate.

During the course if the customer/candidate injures themselves or their mental health deteriorates beyond the point it is safe to continue Brighton Swimming Centre/Swim UK will offer an alternative course date and transfer the course free of charge. During the course if the customer/candidate injures themselves or their mental health deteriorates beyond the point it is safe to continue, Brighton Swimming Centre/Swim UK will offer an alternative course date and transfer the course free of charge. This will be only offered once and if cancelled again the above policy will not be offered and no refund will be provided to the customer/candidate.

During the course if the customer/candidate misses to much of the course or wishes to no longer continue no refund or alternative course will be offered. During the course if the customer/candidate misses to much of the course or wishes to no longer continue the course, no refund or alternative course will be offered.

Cancellation policy by Brighton Swimming Centre/Swim UK

Should in the event Brighton Swimming Centre/Swim UK have to cancel the course due to unforeseen circumstances an alternative course will be offered to the customer/candidate. If a suitable course date is not available to the customer/candidate then a full refund will be provided.