

## Swim UK Booking Procedure and Conditions

### Booking Procedure

All bookings must be made online or over the telephone and full payment must be made at the time of booking. In the case of payments being made by cheque, the place cannot be booked until the cheque is received.

Invoices can be raised for company bookings at a minimum of 3 weeks before the start of the course and all monies must be paid prior to the start of the course.

Once a booking has been made and payment received confirmation will be sent out via email.

All qualifications require 100% attendance.

### Cancellation Policy

If you are unable to attend one of the dates we cannot allow you to complete the course on a different date as each course is individually planned. Refunds are not available during the course. Please see below for our cancellation policy:

- 4 weeks– No cancellation fee
- 3 weeks– 25% of course fee
- 2 weeks– 50% of course fee
- 1 week– 75% of course fee
- Less than 24 hours– 100% of course fee

*Swim UK reserves the right to amend course venues, dates, durations, times or fees. If this becomes necessary, Swim UK will contact you at the earliest possible opportunity. Swim UK cannot accept any responsibility for any travel arrangements; hotel bookings or any other monies paid that are external to the course.*