

## **Liquid Swim Cancellation Policy**

Liquid Swim appreciates that there will be times when it is necessary to cancel a swimming lesson due to sickness, unavailability or inclement weather.

The temperature of water & air is an important factor in providing a suitable teaching environment and at all times the safety and interests of the student defines whether a lesson should be cancelled or shortened e.g. lightening

At the end of the day it is your prerogative to cancel a lesson for any reason, however to ensure consistency and fairness for all clients & instructors I would like to reiterate our cancellation policy.

- ⇒ In the event of a cancellation for fair & reasonable reasons by you, Liquid Swim will, in all cases, provide you with a make-up lesson. This will be arranged at a time that suits both yourself and the instructor
- ⇒ In the event of a reasonable cancellation by either party due to inclement weather or sickness Liquid Swim will provide you with a make-up lesson. This will be arranged at a time that suits both yourself and the instructor
- ⇒ If for any reason you cannot make a lesson call Kate on 0400 418 680 (mob)
- ⇒ Please make sure you call Kate, not the instructor to make the cancellation. We need to make sure we are tracking what lessons have taken place for  
instructors wages and invoicing
- ⇒ Cancellations due to unavailability will only be accepted for make-up lessons if notification is provided 24 hours prior to your lesson
- ⇒ If an instructor is either en-route or arrives at your home and there has been no or insufficient notification of a cancellation (inclement weather cancellation excluded) your lesson will be charged and no make-up lesson can be offered.
- ⇒ If an instructor is unable to teach we will call you, where practical and reasonable, 24 hours prior, to advise of a replacement for that week and/or to reorganise another time which is suitable for your lesson
- ⇒ Make-up lessons must be arranged and take place before the term is complete. Make-up lessons are unable to be carried over to the next swimming term.

## **Liquid Swim Cancellation Policy**

Liquid Swim appreciates that there will be times when it is necessary to cancel a swimming lesson due to sickness, unavailability or inclement weather.

The temperature of water & air is an important factor in providing a suitable teaching environment and at all times the safety and interests of the student defines whether a lesson should be cancelled or shortened e.g. lightening

At the end of the day it is your prerogative to cancel a lesson for any reason, however to ensure consistency and fairness for all clients & instructors I would like to reiterate our cancellation policy.

- ⇒ In the event of a cancellation for fair & reasonable reasons by you, Liquid Swim will, in all cases, provide you with a make-up lesson. This will be arranged at a time that suits both yourself and the instructor
- ⇒ In the event of a reasonable cancellation by either party due to inclement weather or sickness Liquid Swim will provide you with a make-up lesson. This will be arranged at a time that suits both yourself and the instructor
- ⇒ If for any reason you cannot make a lesson call Kate on 0400 418 680 (mob).
- ⇒ Please make sure you call kate, not the instructor to make the cancellation. We need to make sure we are tracking what lessons have taken place for instructors wages and invoicing
  
- ⇒ Cancellations due to unavailability will only be accepted for make-up lessons if notification is provided 24 hours prior to your lesson
  
- ⇒ If an instructor is either en-route or arrives at your home and there has been no or insufficient notification of a cancellation (inclement weather cancellation excluded) your lesson will be charged and no make-up lesson can be offered.
  
- ⇒ If an instructor is unable to teach we will call you, where practical and reasonable, 24 hours prior, to advise of a replacement for that week and/or to reorganise another time which is suitable for your lesson
- ⇒ Make-up lessons must be arranged and take place before the term is complete. Make-up lessons are unable to be carried over to the next swimming term.