



Affiliated to A.S.A SE REGION & S.C.S.A

Refunds Policy - September 14th 2011

1. Introduction

Staines Swimming Club is a non-profit organisation and all membership fees are used wherever possible to provide development of swimmers through pool time, coaches, insurance etc.

This policy is to explain the refund policy of the club, it is applicable to both the main pool and Cygnet pool members.

The policy is subject to regular review by the committee.

2. Cancelled Sessions

2.1 The squad fees provide access to membership of that group and not for a contracted number of hours training per year. Sometimes training sessions are cancelled for reasons and circumstances that are beyond the clubs control.

2.2 Where possible the head coach and the management committee will endeavour to provide alternative extra pool time or land training sessions.

2.3 The club operates a no refund policy unless there have been three consecutive weeks of cancelled training sessions with no extra sessions having been offered.

3. Swimmers leaving

3.1 It is recognised that members may wish to leave the club.

3.2 If a member leaves the club there will not be any refund of fees paid during the calendar month in which they leave.

3.3 A member wishing to leave the club must give the secretary written (or email) notice of leaving. A members resignation shall only be deemed to have taken place when the notice has been received.

3.4 Fees will not be due for any calendar month following their resignation.

Any fees paid in advance will be refunded in full.

4. Non-attendance

4.1 Swimmers are occasionally withdrawn from training due to medical or other reasons. The management committee has been asked at various times whether the club fees can be reduced during that period.

4.2 Due to the pressure on places within the squads the committee has decided to ratify a decision that the swimmer must pay the full fees due in order to keep their place within the squad during the period they are not training.

4.3 If parents do not wish to pay during this period they are at liberty to cancel the swimmers club membership and therefore not pay any club fees. The swimmer can then apply to rejoin the club should they wish when they are able to resume training.

4.4 It must be clearly understood that the original place in the squad the swimmer previously occupied may not be available at the time of rejoining.

4.5 Approval of any swimmer returning to the club is solely at the discretion of the management committee.