SWIM SUPERB

BUILDING CONFIDENT SWIMMERS

REFUND POLICY

Applies to: All customers booking lessons at any Swim Superb venue

Purpose & Scope

Swim Superb is committed to delivering high-quality swimming lessons in a safe and supportive environment. This policy sets out, in full, how we handle missed lessons, cancellations, and refunds, including cancellations made by us, cancellations made by you, and situations involving illness, injury, or other exceptional circumstances.

This policy applies to all bookings made with Swim Superb, across all venues, regardless of how the booking was made (online, by phone, or in person).

General Principles

All bookings are non-refundable by default, unless one of the specific conditions in this policy applies.

Payments are made in advance to secure your child's place on a course or term, reflecting the venue holding that place exclusively, whether or not every lesson is attended.

By enrolling with Swim Superb, you accept this policy as a condition of your booking, alongside our Terms & Conditions.

This policy applies equally to all swimmers and all venues, and is administered consistently by our office team.

Cancellations Initiated by Swim Superb

Occasionally, we may need to cancel a lesson ourselves, for example due to pool closure, staff illness, adverse weather, or circumstances beyond our control. In these cases, we will, in order of preference:

Offer a make-up lesson at the earliest reasonable opportunity, where pool time and staffing allow.

Apply a credit to your Soakly account for future bookings, if a make-up lesson cannot reasonably be arranged.

Consider a refund, but only where neither a make-up lesson nor a credit is feasible (for example, where a venue closes permanently or a term cannot be completed).

We will always aim to notify you of a Swim Superb-initiated cancellation as early as possible, using the contact details held on your Soakly account.

Customer-Initiated Cancellations: Term & Block Bookings

We're confident your child will love learning to swim with us. That's why every new enrolment comes with a 4-week money-back guarantee, covering your first four lessons.

If it's not the right fit, simply let us know in writing at hello@swimsuperb.co.uk within this period, and we'll refund any remaining prepaid lessons you haven't yet attended. No notice period is required during this window.

If you decide to stop lessons, we require a full calendar month's written notice, sent to hello@swimsuperb.co.uk:

- Notice given on or before the 5th of the month: your final lesson will be at the end of that same month.
- Notice given after the 5th of the month: your final lesson will be at the end of the following month.

For example, notice given on 3rd June means lessons end on 30th June, while notice given on 10th June means lessons end on 31st July.

Cancellation is only confirmed once you've received a reply from us, so please make sure you get a response. We're unable to accept cancellations by phone, WhatsApp, or social media. Lessons already attended can't be included in your notice period, and missed lessons during notice are non-refundable.

Termly bookings must be cancelled a full term in advance.

Customer-Initiated Cancellations: Pay-As-You-Go or Single Sessions

24 hours' notice is required to cancel a single, pay-as-you-go session.

No refund or credit is given for PAYG cancellations, whether or not 24 hours' notice is provided. Notice is required so we can offer the space to another swimmer, but it does not entitle you to a refund or credit.

Missed Lessons Due to Medical Reasons

If a swimmer misses a lesson due to illness or injury, a catch-up lesson may be offered at Swim Superb's discretion. This is not automatic and is not guaranteed.

Missed lessons themselves remain non-refundable; any goodwill catch-up lesson offered is separate from, and does not replace, our standard Catch-Up Lesson Policy.

All medical absences must be logged with us at least 24 hours in advance of the lesson, wherever the illness or injury allows for this.

For absences exceeding 6 sessions, we may request a valid medical note before considering any adjustment.

Non-Attendance, Holidays & Personal Commitments

No refunds are given for lessons missed due to family holidays, school trips, birthday parties, or other personal commitments. Your place and course fees cover a reserved space regardless of attendance.

We do still ask that you let us know of any planned absences where possible, purely to help with our session planning and to keep our records accurate. This notification does not create any entitlement to a refund or credit.

Long-Term Illness or Injury

Where a swimmer is unable to attend a significant portion of a term due to a medical condition, injury, or long-term illness, Swim Superb may, at its discretion, offer a pro-rata credit for the unused portion of the term, or a partial refund, in cases where a credit would not be of practical use.

To be considered, requests must:

Be made in writing to our management team at hello@swimsuperb.co.uk.

Include a medical letter confirming the nature and expected duration of the condition.

Be submitted as soon as reasonably possible after the absence begins.

Any credits would be held on account until the swimmer returned.

Exceptional Circumstances

We recognise that unexpected and difficult events sometimes happen. These situations don't always fit neatly into a written policy, and we don't want them to. Please contact us directly if you find yourself in this position, and we will handle your circumstances sensitively.

Relationship to Our Catch-Up Lesson Policy

This Refund & Cancellation Policy operates alongside, not instead of, our separate Catch-Up Lesson Policy. Catch-up lessons are offered as a goodwill measure for missed lessons reported in good time, subject to availability, and do not carry a monetary value in their own right. Where a catch-up cannot be arranged due to availability, the missed lesson is forfeited and is not converted into a refund or credit under this policy.

How to Request a Refund or Credit

All refund, catch-up or credit requests must be submitted in writing to hello@swimsuperb.co.uk (we're unable to process requests made by phone, text, WhatsApp, or social media), accompanied by:

1. Your name

2. Your swimmer's name
3. The reason for the request
4. Any relevant supporting documentation (e.g. a medical note or letter, where applicable)

We will acknowledge all requests and confirm the outcome in writing.

Processing Times

Refunds, where approved, are processed within 14 working days, returned to the original payment method.

Credits are typically applied to your Soakly account within 3–5 working days.

Events Outside Our Control

Where a venue is closed, or lessons are suspended, due to circumstances entirely outside Swim Superb's control (including but not limited to fire, flood, extreme weather, national emergency, or venue closure by a third party), we will act reasonably and in line with Section 4 of this policy, but cannot guarantee refunds where costs have already been incurred or committed on your behalf.

Policy Review & Amendments

This policy may be updated from time to time to reflect changes in our operations or relevant guidance. The version published on our website at www.swimsuperb.co.uk is our master reference copy. Continued booking or attendance at lessons following a policy update constitutes acceptance of the updated terms.

Contact

If you have any questions about this policy, or wish to discuss your individual circumstances, please contact us:

Email: hello@swimsuperb.co.uk

Phone: 01257 443476 (Monday–Friday, 9am–3pm)

This policy works alongside our Terms & Conditions, Catch-Up Lesson Policy, and Parent Handbook, all available at www.swimsuperb.co.uk.