



C&M Aquatic Centre – Cancellation Request Form

Responsible person's full name _____ Date _____

Student's full name _____

Day, Time and Class Level to be cancelled _____

Date of last class _____ Date of last payment _____

Reason for Cancellation:

- Medical Financial Not getting results
- Taking a break Moving out of area Dissatisfied with customer service
- Other _____

CANCELLATION WITH CREDIT

Credits can only be issued once a valid Medical Certificate has been received by C&M Aquatic Centre staff

Credit Amount _____ Expiry _____
(Less administration fee) (Valid for 6 months from issue date)

Responsible person's Signature _____

OFFICE USE ONLY

Receptionist Full Name _____ Signature _____

Approval _____ Date cancelled in UDIO _____



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Terms and Conditions

Cancellation Policy

- A cancellation form must be submitted to C&M Aquatic Centre in order to cease swimming lessons.
- Direct debit customers must submit the form before the 10th of the month to ensure payments are ceased. Direct debit cancellations received after the 10th will take effect on the 10th of the following month.
- In the event of cancellation due to medical reasons direct debit customers must supply a valid Medical Certificate to receive a credit for any unused portion of that month paid in advance.
- Term payments must supply a valid Medical Certificate to receive a credit for any unused portion of the term.
- All payments to the Centre for lessons are non-refundable.
- C&M Aquatic Centre takes no responsibility for failure to notify the Centre of cancellation.

Credit Policy

- Credits are only issued if a valid Medical Certificate is provided to the Centre.
- Credits are only valid for 6 months from date of issue or will automatically be forfeited.
- A \$15.00 Administration fee applies to all credits.
- Credits can only be used towards swimming lessons.