

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:

- |                                         |                                             |                                                             |
|-----------------------------------------|---------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> Medical        | <input type="checkbox"/> Financial          | <input type="checkbox"/> Not getting results                |
| <input type="checkbox"/> Taking a break | <input type="checkbox"/> Moving out of area | <input type="checkbox"/> Dissatisfied with customer service |
| <input type="checkbox"/> 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 \_\_\_\_\_

### **Terms and Conditions**

#### Cancellation Policy

- A cancellation form must be submitted to C&M Aquatic Centre in order to cease swimming lessons.
- 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 customers must supply a valid Medical Certificate to receive a credit for any unused portion of that month paid in advance.
- 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.