

Booking Cancellation Form

Date _____

Responsible person's full name _____

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 _____

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.
- Credits can only be used towards swimming lessons.