



PAYMENT AND CANCELLATION POLICY

CREATE A SPLASH

PAYMENT &
CANCELLATION POLICY
DATE: AUG 2022
ENDORSED BY TEAM
REVIEW AS REQUIRED

POLICY TITLE: PAYMENT & CANCELLATION POLICY

PAGES: [3]

VERSION NUMBER: [1]

APPROVAL DATE: 28/08/2022

1. Introduction

Due to our current methods of payment not being inclusive of direct debit allowing lessons to easily go unpaid or paid late without communication and the frequent cancellations incurring, *Create A Splash* have created the following 'Payment & Cancellation Policy' that is implemented effective immediately.

2. Scope

This policy applies to all joint business venturers working under the Create A Splash business name and all current and future enrolled students that commence lessons under Create A Splash. Entering a perpetual lesson arrangement with us will be taken as agreement to pay by either bank transfer or exact money value with failure to do so taken as the implied cancellation of our services.

3. Policy Statement

Create A Splash is committed to ensuring that every lesson that is performed is done so to the highest standard with high quality resources. Create A Splash dedicates themselves to appropriate planning, training and workshops continually being conducted to adhere to this standard. For Create A Splash to be able to make this commitment to our students, consistent lessons and fair service awards need to occur.

Create A Splash are passionate at working towards giving all children the opportunity to access swim safety and education. With consistent cancellations potentially taking spaces from other children and having reoccurring empty time slots that should not be, we are taking away from reaching this goal.

Create A Splash and all its swimming educators vow to always be fair and just when making all decisions and ensuring no bias, perceived or actual, interferes with any judgment implemented and/or enforced. Create A Splash, however, reserve the right to take into consideration individual circumstances and to be benevolent where deemed necessary.

4. Terms and Conditions

- Effective immediately all swimming lessons will now need to be paid on the day of the lesson, prior to the lesson commencing, unless previously negotiated with the individual teacher.
- Lessons cancelled for non-medical reasons must give the teacher a minimum of 48 hours notice to allow time for the teacher to try and fill the space with a 'Pop Up' class. Failure to give the required notice or the teacher unable to fill the space will result in the agreed expectation that payment is still made in full. Create A Splash teachers commit to exhausting all options to advertise and communicate lesson availability to try and fill the 'Pop Up' space.
- Lessons cancelled for medical reasons with less than 48 hours' notice and no medical certificate will have to pay a cancellation fee of half the price of their lessons.
- Lessons cancelled due to extenuating circumstance, ie extreme illness, compassionate, emergency, isolation etc will not be subject to payment but a medical certificate may be requested.
- Holidays resulting in students absence for longer than two weeks in a row, without a payment holding their space, or a 'Pop Up' lesson able to be utilised, could result in the child losing that permanent space and having to go on our waiting list.
- Where cancellations have occurred due to the above, our teachers will do their best to offer makeup lessons, however, due to the number of enrolments this may not always be guaranteed.
- On the instance a teacher will be away or fall unwell they will do their best endeavors to have the class covered by another teacher. On the rare and unfortunate incident a teacher has to cancel, no payments will be required.
- Our teachers reserve the right at any time to make different judgement calls if deemed fit.

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Failure to comply may result in the student losing their space and it be given to the next child on our waiting list. Create A Splash will ensure all attempts at communication are firstly made and to always act in a reasonable and fair manner.

We kindly request that if ceasing our services completely, as much notice is given as possible.