



## **Hythe Aqua Swimming Club - Fee Refunds Policy (ALL SECTIONS – except Learn to Swim)**

### **1. Introduction**

Hythe Aqua Swimming Club is a not for profit/voluntary organisation and all membership/training fees are used wherever possible, to provide development for club members through the provision of pool time, coach training, competition and insurance etc.

Hythe Aqua Swimming Club strives to keep all training fees to a minimum by the use of a professional and qualified volunteer workforce, with no person involved with the club taking any remuneration. It also actively seeks grant funding and other funding sources in order to maintain low participation costs for its members and therefore enable membership from all sections of the community.

This policy is to explain the refund policy of the club; it is applicable to all sections of the Club apart from the Learn to Swim Section.

### **2. Cancelled/ Reduced Training Sessions**

**2.1** The section fees provide access to membership of that training group/discipline and are not for a contracted number of hours training per year, month or week. Sometimes training sessions are cancelled for reasons and circumstances that are beyond the clubs control. Sometimes they are cancelled due to competition commitments involving part of the group or conflicting club activities.

**2.2** Where possible the Section Coach and the Club Executive Committee will endeavour to provide alternative extra pool time.

**2.3** The club operates a **no refund policy** unless there have been three consecutive weeks of cancelled training sessions with no alternative/extra sessions having been offered. *Usually this will relate to a lengthy pool closure for maintenance and repair.*

### **3. Swimmers leaving**

**3.1** It is recognised that members may wish to leave the club from time to time.

**3.2** If a member leaves the club there will not be any refund of fees paid during the calendar month in which they leave.

**3.3** A member wishing to leave the club must give the Club Secretary written (or email) notice of leaving as per the Club Constitution. A member's resignation shall only be deemed to have taken place when the notice has been received by the Club Secretary.

**3.4** Fees will not be due for any calendar month following their resignation. Any fees paid in advance will be refunded in full.

#### **4. Non-attendance**

**4.1** Swimmers are occasionally withdrawn from training due to medical or other reasons. The Executive Committee has been asked at various times whether the club fees can be reduced during that period.

**4.2** Due to the pressure on places within the various sections and the need to fulfil the clubs pool hire commitments with the local authority, the Executive Committee has decided that Members must generally pay the full fees due, in order to keep their place within the section during the period they are not training.

**4.3** If parents do not wish to pay during this period they are at liberty to cancel the swimmers section fee, therefore not pay section training fees. The swimmer can then apply to rejoin the section should they wish when they are able to resume training.

**4.4** It must be clearly understood that the original place in the section that the swimmer previously occupied may not be available at the time of recommencement.

**4.5** Approval of any swimmer returning to a section is solely at the discretion of the Head Coach of that section in consultation with the Executive Committee.

#### **5.0 Appeal Process**

**5.0** Obviously, there are some circumstances where a club member is unable to train for a period due to a serious illness or other serious family matter etc, but they wish their place in the section to remain available. Under these limited circumstances the club member can request the Executive Committee to consider their fee abatement request by writing to the Club Secretary.