

## **Refunds and cancellation Policy**

### **Cancellation by Trader.**

**1.1:** In the unlikely event of the cancellation of a camp due to circumstances beyond Swim Swift Elites control (ie: Cancellation of the booking by the facility due to COVID-19 restrictions), they will issue a 90% refund of all fees paid to Swim Swift Elite. However, Swim Swift Elite cannot be held responsible for any other losses incurred as a result of such a circumstance (including travelling costs and hotel accommodation and the like).

**1.2:** In the unlikely event of the cancellation of a camp due to circumstances beyond Swim Swift Elites control (ie: Cancellation of the booking by the facility due to COVID-19 restrictions), the 10% non-refundable amount will be retained by Swim Swift Elite for administration and losses incurred from cancellation of the booking due to circumstances beyond their control.

**1.3:** In the unlikely event of the cancellation of a camp due to circumstances beyond Swim Swift Elites control (ie: Cancellation of the booking by the facility due to COVID-19 restrictions), you as the customer may choose to receive a 90% refund of all fees paid to Swim Swift Elite, or transfer 100% towards a future swim camp with Swim Swift Elite, where there are spaces available and the swimmer meets the necessary criteria (ie: Age/Standard).

**1.4:** If Swim Swift Elite make the decision to cancel a camp for reasons other than those beyond their control, you as the customer will receive a full refund.

### **Cancellation by Customer:**

**1.5:** Unfortunately no refund will be made for "No Show" swimmers.

**1.6:** If cancellation is made earlier than 1 week prior to the course and eve of the course then a 90% refund can be made. The 10% non-refundable amount will be retained by Swim Swift Elite.

**1.7:** If cancellation is made earlier than 1 week prior to the course and eve of the course, you as the customer may choose to receive a 90% refund, or transfer 100% towards a future swim camp with Swim Swift Elite, where there are spaces available, and the swimmer meets the necessary criteria (ie: Age/Standard).

**1.8:** Cancellation 7 days or less prior to the camp date, no refund can be made.

**1.9:** In the case of illness preventing the swimmer from attending, please refer to points 1.5, 1.6, 1.7 & 1.8.

**2.0:** If for some reason a swimmer cannot attend, there is an option to fill their vacancy with a brother or sister if they are of the correct age and standard. This must be a sibling. However, Swim Swift Elite must be informed of this no less than 1 week prior to the commencement of the camp. A new application form with the new swimmers information must be signed and sent to Swim Swift Elite immediately.

**2.1:** All bookings and payments must be made in order to confirm your place on the camp.