

## **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 makes 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: If cancellation is made less than a week prior to the course and eve of the course for any reason other than a government enforced lockdown preventing you from travelling, no refund can be made.

1.9: In the case of illness of any kind (including COVID-19) preventing the swimmer from attending, please refer to points 1.5, 1.6, 1.7 & 1.8. This includes any personal isolation due to COVID-19 reasons.

2.0: If 7 days or less prior to the camp start date your address falls into a government enforced lockdown which prevents you from attending, we will offer you a 50% refund providing the camp itself is still able to go ahead. If a local lockdown in your area happens 8 days or more prior to the camp start date, points 1.6 & 1.7 will apply.

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