

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. Unfortunately we cannot reserve spaces, therefore if payment has not been made within 48 hours of the booking form being completed, we will unfortunately need to remove your booking form and space on the camp to make way for other swimmers.