



Borough of Waltham Forest Swimming Club ("Gators" or the "Club")

****Gators Swimming Club Refund and Cancellation Policy****

****1. Introduction****

1.1 Gators Swimming Club is a non-profit organization, and all membership fees are utilized to support the development of swimmers through pool time, coaching, insurance, and other necessary resources. This policy outlines the Club's refund and cancellation procedures. The policy is subject to regular review by the committee.

****2. Cancelled Sessions****

2.1 The squad fees and Learn-to-Swim session fees grant access to membership within the respective group and are not intended as a contracted number of training hours per year. Training sessions may be cancelled due to circumstances beyond the Club's control.

2.2 Whenever possible, the head coach and management committee will strive to offer alternative extra pool time or land training sessions.

2.3 The Club maintains a no-refund policy, except in cases where the Club has cancelled three consecutive weeks of training sessions without any extra sessions being offered.

****3. Swimmers Leaving****

3.1 Members may decide to leave the Club, and the following cancellation deadlines apply:

- Cancellations for the end of the autumn term must be made by ****20 November****.
- Cancellations for the end of the spring term must be made by ****20 February****.
- Cancellations for the end of the summer term must be made by ****20 June****.
- Cancellations for the end of the summer holidays must be made by ****20 July****.

3.2 Once payment has been made on the first of any quarter, no refunds will be issued, except in cases where the Trustees exercise their discretion to grant an exception.

3.3 To resign from the Club, a member must provide written notice (via email) to the Membership Secretary at membership@bwfsc-gators.org.uk by the specified dates above. Acceptance of resignation will only be acknowledged upon receipt of this notice.

****4. Gators Swimming Club Payment Terms and Conditions****

4.1 Membership Requirements

- All participants must have a payment card set up as a condition of membership to facilitate automatic billing of fees. Billing must be made via our TeamUnify system.



4.2. Payment Schedule

- Quarterly payments will be automatically deducted from the member's card on the following dates: 1st March, 1st June, 1st September, and 1st December.
- An annual subscription and Club membership fee is due upon enrolment. This fee will renew in January each year. A separate invoice will be issued for this payment. Any member whose subscription is unpaid by the date falling 30 days after the due date for payment may be suspended by the Trustees of the Club from some or all Club activities from a date to be determined by the Trustees and until such payment is made.
- If Swim England offers discounts for new members joining after 1st October in any year, these discounts will be passed on to the member.
- If a member leaves the Club during the year, no refund of the annual membership fee will be given.

4.3. Payment Failure and Late Fees

- In the event of a failed or cancelled payment, a fourteen-day grace period will be provided to allow for payment to be made.
- If payment is not completed within this grace period, a late fee will be automatically applied to the account.
- Swimmers will not be permitted to attend lessons until their account is reinstated and all outstanding payments are cleared.
- A member whose subscription is more than two months in arrears shall be deemed to have resigned. Where the membership of a member shall be terminated in this way they shall be informed in writing that they are no longer a member by notice handed to them, or sent by post to their last known address, or communicated electronically to their last known email address. The Swim England Membership Department shall be informed should a member resign when still owing money or goods to the Club.

****5. Long-Term Injury & Illness Policy****

5.1 Any long-term injury incurred by a swimmer, whether related to swimming or not, must be reported to the swimmer's coach immediately.

5.2 Monthly fees must continue to be paid to retain the swimmer's place within their group/squad. A medical note should be provided to the Committee so they can review the situation.

5.3 The case will be brought to the attention of the committee for review at a committee meeting. Each case will be discussed and reviewed, and parents will be advised accordingly regarding fees and the swimmer's place within the Club.

5.4 This policy aims to provide clarity and fairness for all members of the Club regarding refunds and cancellations. Members are encouraged to reach out to Membership with any questions or concerns regarding this policy.