



PAULTON POOL

Payment Terms, Cancellations and Refunds Policy

Swimming Lessons

Lessons are paid in advance for each term to enable a place to be secured. Refunds will not be given. However, if a medical certificate is provided any unused payment will be carried over to the following term.

Courses (1-1, 2-1 & School Lessons)

Lessons are paid in advance for all of the above. Refunds will not be issued for missed or cancelled sessions.

Parties

A non-refundable deposit is required when booking a party. The final balance is due on the day of the party as per the Terms & Conditions on the Booking Form. In the event that Paulton Community Pool (PCP) has to cancel a party, then a full refund or credit note will be offered.

Holiday Sessions

Chargeable activities MUST be paid in advance of the activity taking place. Refunds are not available if cancelled by the customer. In the event that PCP has to cancel the session, a full refund or credit note will be offered.

Family Fun Swimming

We will need 48 hours notice for cancelling and rescheduling a Family Fun Swim any changes to bookings after this time can not be rescheduled. We will not give a refund for these sessions!

Severe Weather

Refunds will not be offered where our facilities or activities are affected by severe weather conditions. PCP will, where possible, offer additional sessions for any activities that are affected by site closure.

Adopted at the Trustees meeting held on: _____

Signed by: _____

Position: Chairman, Paulton Parish Council Review due: _____

PAULTON COMMUNITY POOL

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Registered Charity Number: 292672