



## Sickness/Injury refund policy

We appreciate that there are times when our participating members are unable to take part in their sport due to injury or long-term sickness.

If members look to the club for a refund under the above circumstances, then we do in the first instance ask for doctor's evidence before any refund is considered.

Finance must be informed in writing at the start of the sickness/injury period. We will not offer refunds on swim fees if informed after the event.

We do not offer refunds for short-term illness such as colds or flu/covid-19 where the member is unable to attend for a couple of weeks or a few sessions. It is impossible for us to list all ailments which do and do not attract a refund. For this reason, the manager of each section will have the final say on a case by case basis. We will not offer refunds to members who need to isolate for a period of 14 days.

There is always the option to resign from the club for the period of absence, but we cannot guarantee your place if the programme has a waiting list. The same would apply if you were unable to attend for a period exceeding six months and your place could be offered to another participant.

Only the swim fee element is refunded and the membership fee of £10 per month would still be payable.

The refund is applied on returning to the club either by cheque or bacs into your account. Please ensure you notify [finance@swimesc.co.uk](mailto:finance@swimesc.co.uk) immediately on your return and keep us informed on a regular basis of your state of health.

Reviewed: 20 October 2020.