

CANCELLED SESSIONS, NON-ATTENDANCE & LONG-TERM ILLNESS POLICY

The session fees provide access to membership of that squad and not for a contracted number of hours training per year. Unfortunately, sessions may have to be cancelled for reasons and circumstances that are beyond the control of the club, for internal and external competitions, and for necessary coach training / meeting requirements. The Club, dependent upon its competitive commitments may have periods of generally reduced training (such as during the summer break, Christmas & Bank Holidays). These breaks are incorporated into session fees for each squad across the year.

For members of squads where attendance is mandated, non-attendance must be reported to registers@teamboldmere.co.uk for every missed session, where full session fees will remain due. The Club operates a no-refund policy upon any session fees unless there have been three consecutive weeks of cancelled training with no alternative sessions having been offered by the Club. Wherever it is possible, the Club will endeavour to provide alternative pool time or land training sessions, however availability for this will remain strictly at the discretion of the Club.

If members do not wish to pay their full fees due, they are at liberty to cancel their membership fees and notify membershipsecretary@teamboldmere.co.uk before cancelling any payments. Members may apply to subsequently re-join the Club and acceptance will be conditional on available places and a trial. It must be acknowledged that the original place in the squad of a member previously occupied may not be available at the time of re-joining. Approval of any member returning to the Club is subject to all normal membership application terms.

Short term absences which are mandatory (such as for Covid-19 isolation periods) are not refundable, however suitable provision for members directly affected by this will be prioritised by the Club for alternative sessions where capacity allows.

All requests for alternative sessions MUST be made in advance by email to registers@teamboldmere.co.uk and any attendance is only possible should advance agreement be given by an email from this account to the member.

Any long-term injury or illness that a member incurs, whether swimming related or not must be reported to registers@teamboldmere.co.uk. Monthly fees and session fees must continue to be paid to keep the members place within the squad until this has been reviewed by the Club committee and/or a Club finance sub-committee. Any subsequent refunds would be at the discretion of the Club Committee.