

Oz SWIM AQUATICS

REFUND POLICY

At Oz Swim Aquatics we understand how difficult it can be starting swimming lessons. It takes time for some children to settle down. Parents need to work with their children to support their learning whilst they acclimatize to their new environment. With this in mind we have a policy that all new students to the pool must purchase a minimum of 4 lessons. This gives everyone time to settle in and make an informed decision about whether to proceed with more lessons.

Oz Swim Aquatics does not refund lessons if you change your mind or if your child does not settle.

If we are unable to deliver our lessons for any reason you will be given the opportunity to take a make-up class, add a class on to your current block or receive a refund. All refunds will be referred to the Director for processing.

We have the most advantageous make up policy and we suggest you read it before starting swimming lessons.