

Star Skills Swimming

Refund and Cancellation Policy



Star Skills Swimming will issue refunds on any lessons that have not been completed. A flat-rate, \$20 cancellation fee will apply to all refunds. This fee will be deducted from the refund amount.

Lessons must be booked within 12 months of purchase. The lesson date may lie outside of this period, but contact must be made within this timeframe. Any lessons not booked within 12 months of purchase will expire.

Trial lessons cannot be refunded.

Partial refunds will not be given if the lesson runs shorter than the booked time. If the lesson does run short, our staff are typically happy to add the extra time to the next lesson, but this must be discussed and agreed upon at the end of the lesson. This is subject to the staff's schedule.

The lesson time begins when the teacher is ready by the pool. Any delays from the removal of pool equipment, testing chlorine levels, cleaning, and waiting for participant will come out of lesson time. Please ensure the pool and participant is prepared before the instructor arrives to make the most of each lesson.

Lessons can be cancelled up to 4 hours before a lesson for any reason. Please let us know as soon as possible. Any cancellations within 4 hours will incur the cost of the lesson.

Any cancellations due to extreme weather that impact delivery of lessons (heavy rain, thunder, storms) is an exception. Contact your instructor at minimum 1 hour before the lesson to reschedule.