

Swim England South West Time To Listen Booking Policy

1. Your booking on a Time To Listen Course is reserved from the time you submit an application via the SurveyMonkey link. All bookings are subject to acceptance by us, and we will confirm such acceptance to you by sending you an email with the Course Information. Confirmation of your booking may be requested by emailing swimsouthwest@swimming.org
2. Prerequisites are the responsibility of the learner. You will be asked when signing up to the Course to provide evidence that you meet the prerequisites. If prerequisites are not met, you will not be able to complete the Course at that time.
3. Swim England South West Region reserves the right to cancel a course at short notice. A course cancellation may be for a number of reasons, however, occasionally we may be unable to sustain a course due to insufficient enrolments. In the event of a cancellation, an alternative option may be offered or you will be added to a waiting list.
4. Please note the following cancellation policy applies should you cancel your place on a Time To Listen Course; a fee of £15 will be charged to your club if:
 - You fail to inform us at least two working days before the date of the Course, for example, if the Course is on a Sunday we would need to be informed by the Wednesday evening.
5. Following non-attendance policy applies should you not attend the Course (virtually or Face to Face) without the notice given in point 4. A fee of £15 will be charged to your club.

To cancel a Course, you must inform us in writing by emailing swimsouthwest@swimming.org

Until the payment is made we will not allow any further bookings from the club.