
Aqua Fit – Cancellation & Refund Policy

1. Booking Confirmation

An Aqua Fit session booking is considered confirmed once payment has been received. By completing the booking, participants agree to this Cancellation & Refund Policy.

2. No-Refund Policy

Once a booking is confirmed, **no refunds will be issued** if the participant:

- Chooses to cancel
- Is unable to attend
- Arrives late or misses the class for any reason

Bookings are non-transferable and cannot be moved to alternative dates.

3. Extenuating Circumstances

Refunds may be considered **only in exceptional or extenuating circumstances**, at the discretion of the Heckington Community Swimming Pool Committee.

Examples may include:

- A serious medical issue preventing participation
- A significant unexpected life event

Evidence may be required.

Approval of refunds in these cases is **not guaranteed**.

4. Cancellation by Heckington Community Swimming Pool

If a session must be cancelled due to **unforeseen circumstances**, such as:

- Poor weather
- Instructor illness
- Staffing issues
- Technical or maintenance problems
- Any health and safety concerns

Then:

- A **replacement session** will be offered where possible, *or*
- A **refund or credit** for the cancelled session will be issued

This applies only when the cancellation is made by the Pool or its Committee.

5. Class Changes

Requests to change bookings, switch session dates, or transfer places will be treated as cancellations and are subject to the no-refund policy, unless the request falls under extenuating circumstances.

6. Agreement

By booking an Aqua Fit session, participants confirm they have read, understood, and agreed to this Cancellation & Refund Policy.