

Members who wish to leave CSCSC, are fully aware of what is required in order to resign from the club by reading and signing this policy - which is also reiterated throughout the L2S section of the CSCSC website.

Cancellations/Closures/Catch-ups:

If CSCSC cancels lessons, affected member accounts will be credited for cancelled lessons. This credit will be applied by the Office Manager in advance of future invoicing/billing. This credit will automatically be applied to your charges when the next card payment is processed on the 1st of the calendar month.

As CSCSC does not operate the pools it hires, if the pool closes, we will communicate this as soon as the club is notified of the pool closure. Again, affected member accounts will be credited. These pools are only scheduled to be closed over Christmas, New Year & Easter - these are the only weekends throughout the season that lessons will not run.

The L2S programme has consistently been operating at capacity we are unable to accommodate catch-up/make up lessons for absent swimmers - any requests or enquiries to swap classes will not be responded to by club administrators, swimmers must only be brought to their scheduled class.

Cooling off periods:

- A. Should a member register and decide to cancel a lesson or leave the club before the first lesson of the season, they forfeit their membership fee. The decision to cancel must be communicated to the [Club Administrator](#) who is responsible for cancelling the account and deleting the card on file.
- B. Once the season starts, within the same calendar month a swimmer is registered, a member has the right to cancel and the club will waive the 1 month cancellation notice period. The member must contact the [Club Administrator](#) within the same calendar month the swimmer was registered to enact this cancellation. The swimmer will be able to access lessons for the remainder of the calendar month (no refund will be issued) before the account is cancelled and the card on file being deleted before the next billing cycle. Please note that at least 48 hours notice is required to cancel to ensure no future fees are invoiced and charged.

Leaving CSCSC:

Members who wish to leave CSCSC, must be fully aware of what is required in order to resign from the club. Failure to follow this process will result in the member being liable for continued fees until the official resignation process has been followed. It is not the responsibility of the Stages Co-ordinator or CSCSC Teachers to

communicate to the [Club Administrator](#) on behalf of the membership. Furthermore, CSCSC L2S does not have an attendance policy so failure to attend will not trigger a cancellation/suspension, members are entirely responsible for the management of their account, payments and communicating with the relevant person.

The Club requires 1 month written notice in advance to cancel membership and swimming lesson invoiced fees. Members are responsible for fees up to the end of the notice period. It is not possible for members to cancel lessons via their account/app.

All fees and subscriptions owed must be paid in full prior to cancellation of your membership. Please send written notice to the [Club Administrator](#) at club.administrator@camdenswimming.co.uk

The cancellation email will be confirmed, reasons for leaving/feedback will be requested and the swimmer(s) may continue to access lessons until the end of the notice period. Should a member decide to withdraw the request to cancel the account will incur a £5 administrative fee.