



### Refund Policy

1. Annual memberships will last for a fixed term of 12 months which will run from the date of commencement and terminate automatically on the first anniversary of that date. Save as permitted by clause 9 of these terms (**All membership types, with annual and monthly prices, are shown on the price list displayed at the centre**), no refunds shall be made in respect of the early termination or cancellation of annual memberships. Annual memberships may be renewed, subject to availability, for the annual fee applicable at the commencement of the renewed membership.
2. Any membership may be cancelled within 10 days of payment of the annual subscription fee or, in the case of subscriptions paid by monthly direct debit, within 10 days of the first direct debit payment being taken. Notice of any such cancellation must be given to us in writing before the expiry of the applicable period. Where such notice is received by us, any monies paid to us in respect of the membership will be refunded, less an administration charge/the setup fee. Payments made by credit or debit card or by direct debit will be refunded directly to the account from which they were made.
3. Classes paid for up front by cash/credit or cheque will only be refunded if the cancelled space is filled or it can be transferred to another date.
4. Swimming Pool & Soft Play Parties are non-refundable – see terms & conditions on booking letter.
5. Swimming Lessons are non-refundable but can be credited for long term illness
6. Activity days are non-refundable if cancelled on the day of the activity. Credits can be arranged due to illness.
7. We do not refund if a customer changes their mind
8. We operate under the 'Consumer Rights Act 2010', where leisure activities are exempt for the 14 days cancellation period for customers.

### Returns

1. Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.
2. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.
3. In case of faulty goods, we will exchange subject to a suitable time period. This is at the managers discretion