

Missed Lessons, Credits, Refunds and Cancellations Policy

Wanneroo Aquamotion does not provide make up lessons or refunds for missed classes.

We do however provide credits for lessons missed due to illness. A completed Credit Request Form and either a Medical Certificate or written evidence is required to receive Credit for missed lessons. Extra-curricular activities you choose to attend in place of your class are not Creditable. Under these circumstances, A MAXIMUM OF TWO CREDITS WILL BE ISSUED PER TERM. Credit Requests can be submitted via www.wanneroo.wa.gov.au/aquamotionswimschool

Refunds will only apply where students are forced to cancel a booking and withdraw from the program for the remainder of the term. Requests for cancellations and refunds can be made via www.wanneroo.wa.gov.au/aquamotionswimschool and should include a full explanation of the extenuating circumstances and a medical certificate where appropriate. PLEASE NOTE THAT ALL REFUNDS WILL INCUR A 20% ADMINISTRATION FEE (THIS IS INCLUSIVE OF CREDITS). Administration fees are taken from the total fee paid on enrolment (minus lessons attended or held).

Refunds for the remaining lessons are calculated from the date the cancellation request is received, not backdated.

In the unforeseen event of Wanneroo Aquamotion having to cancel a class, the Swim School will offer a Family Pass or Credit for the following term.

Wanneroo Aquamotion does not conduct lessons on Public Holidays. Term fees are adjusted accordingly.