



PRO SWIM ACADEMY KENYA



proswimacademykenya



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Muthangari Drive, off James Gichuru Rd. Westlands



Cancellation Policy

Dear Client,

Pro Swim Academy Kenya would like to remind all our clients about the academy's **lesson cancellation policy**, please find the below rules and regulations incase of any cancellation.

1. All lessons are to be completed within a period of **one month (four weeks/30 days)**.
2. Swimmers who are only available during the **weekends**, all their lessons should be completed within a period of **one month and a week**.
3. Swimmers who are only available **once a week**, all their lessons should not exceed a period of **2 months** and should plan for make up classes **during leaves or school holidays**.
4. Cancellations can only be made incase **one is unwell, if the weather is extremely unfavorable for swimming, if one has traveled out of town**.
5. Cancellations should be made **a day before or two hours** before the beginning of your lesson failure to which the lesson will be counted as **done** because our swimming pool is heated and we always ensure that your slot is reserved and that you find the swimming pool in a suitable condition to conduct your lesson.
6. **Any cancellation made, the parent or adult should schedule for a make up class to avoid the lesson being counted as done as per the cancellation policy.**

Note!

Many cancellations affect the progress of the swimmer and their reasons for enrolling for the swimming lessons as well as the academy's program, therefore, We kindly request all our clients who are not consistent to clear their lessons before the 8th of August 2022 failure to which, the lessons shall be counted as done.

Thank you for your understanding.

Sincerely,

Pro Swim Academy Kenya