



## Suspension, Cancellation & Make-up Policy

- Two weeks' notice is required for cancellation and must be requested via email to [admin@ringwoodswimmingclub.org.au](mailto:admin@ringwoodswimmingclub.org.au). Maroondah Leisure cannot authorize cancellation of coaching fees without prior approval from RSC so please reach out to us first.
- Make up sessions are possible for **Active and Junior squads only** (Novice, Purple, Bronze, Silver, and Gold). Make-up sessions are available for swimmers that miss a session/s over a one-week period; however, they must be used within 2 weeks, or they will be forfeited.
- A maximum of 5 make-up sessions are available per term. Make-up sessions are not available for missed sessions due to family holidays or public holidays.
- Make-up sessions can only occur in the swimmer's current squad and within that squad's timetabled sessions.
- If a swimmer is injured or unwell, resulting in more than 1 week of missed training sessions, we can suspend coaching fees from the start of the second week until they are able to return to the pool. A medical certificate is required. Please contact the club to organize the suspension.
- Coaching fees can be suspended for a minimum of 2 weeks, up to a maximum of 4 weeks in a calendar year for family travel/holidays. Coaching fees cannot be suspended during school holiday periods/squad breaks as this time off is already factored into the annual fees.
- Ringwood Swimming Club squads do not train on Public Holidays, unless notified otherwise.
- Unless otherwise notified, training on targeted competition days, as per the club calendar, will be cancelled due to coaches attending the meets. Swimmers are encouraged to enter and participate in all the relevant targeted club meets for their squad.