



# **TERMS & CONDITIONS**

## **POOL PARTY BOOKINGS AT KINGS SWIM SCHOOL, CHRISTCHURCH**

All cancellation, credit and refund requests must be made in writing via email.

Credit requests must be sent via email within 7 days of the accident/incident to qualify, as well as meeting the requirements stated below. No refunds will be given.

This Cancellation, Credit, and Refund Policy is provided by Kings Swim School and governs the terms and conditions for booking and participating in our birthday party packages. We strive to offer a transparent and fair policy to ensure a smooth experience for all our customers.

## **BOOKING & PAYMENT**

### **1. Payment Responsibility:**

The Parent/Guardian assumes responsibility for making full payment of the booking fee in a timely and complete manner before the commencement of the session. Payment can be made via online banking to account **06-0870-0091620-00** with your name as reference and Party as the code, or via cash/EFTPOS in reception in advance of your booking.

### **2. Full Booking Fee Requirement:**

The entire booking fee is due in advance to confirm a booking, unless stated otherwise by Kings Swim School. Same-day bookings are accepted only if the session and staff are available.

### **3. Late Payment:**

If participants arrive at a Birthday Party Booking/Session before the total booking fee has been received, their participation may be denied or subject to additional charges, such as late fees or administration fees, unless a written application for special circumstances has been submitted.

### **4. Payment Obligation:**

The full booking cost is required regardless of the attendance of all participants.

### **5. Change of Session:**

Written requests for a session change can be made to [info@swimkings.co.nz](mailto:info@swimkings.co.nz) 15 days or more before the booked session's commencement, please refer to the Cancellation & Refund Policy outlined below.

## 6. Booking Agreement:

By booking a Birthday Party Package, you agree to read the full item listing, enter a legally binding contract when committing to pay, and complete the payment process.

## 7. Price Adjustment:

Prices for our services are listed on our website. We reserve the right to modify prices and correct pricing errors.

# CANCELLATION & REFUND POLICY

On making a booking, please carefully review your booking selection.

## 1. Non-Eligibility for Refunds/Credits:

Refunds or credits are not available for change of mind or non-attendance.

## 2. Early Cancellation:

If a Birthday Party Booking is cancelled or changed **30 days or more** before the booked session, a full credit or reschedule minus a 20% processing fee will be offered.

If a Birthday Party Booking is cancelled or changed **29 - 15 days before** the booked session, a credit minus a 20% processing fee or a reschedule minus a 20% processing fee will be offered.

## 3. Late Cancellation:

If a Birthday Party Booking is cancelled or changed **14 - 8 days before** the booked session no refund or credit will be offered, however, a reschedule with a \$50.00 fee will be offered, regardless of the circumstances.

If a Birthday Party Booking is cancelled or changed **less than 7 days before** the session and before 72 hours of the booked session, no refund or credit will be offered, however, a reschedule with a \$70.00 fee will be offered, regardless of the circumstances.

If a Birthday Party Booking is cancelled or changed **less than 72 hours before** the booked session, no refund, credit or reschedule will be offered, regardless of the circumstances.

Note: Cancellation requests with less than 14 days notice will not be accepted.

## 4. Rescheduling Policy:

Requests for rescheduling with 15 days or more notice will incur a \$50.00 fee.

For change requests made 14 days or less before the session, a \$70.00 fee will be applied.

#### **5. Cancellation by Kings Swim School:**

In the unlikely event your booking is cancelled by Kings Swim School, you will be entitled to a full refund, booking transfer or credit.

#### **6. Special Circumstances - Serious or Prolonged Injury or Illness:**

A request for a credit or refund must be made in writing with a doctor's certificate provided within 7 days of the request. An administrative fee will be applied if approved.

#### **Note:**

- Refunds will only be granted if Kings Swim School cancels the Birthday Party Booking or session/event.

- Session transfers, credits, and refunds will be considered in that order.

If you have any questions or need clarification about any of our Terms and Conditions, please contact Kings Swim School reception or email [info@swimkings.co.nz](mailto:info@swimkings.co.nz).