

ANGELFISH PAYMENT & CANCELLATION POLICY

Lesson Payments

Invoices will be sent out to the participant at the start of week 9 of current block and due date for payment will be end of week 2 of the next block. This will give a total of 4 weeks for payment to be made. If a booking is made part way through a block then the participant will have 4 weeks from the starting date to make payment. Invoices can be passed on by participants to plan managers or funding institution as long as due date is met. Failure to meet due date may result in forfeiting the participants lesson time.

Cancellation Policy

Cancellation of an Angelfish class must be made prior to the start time of the booking. Failure to do so may result in forfeiting the class which would result in forfeiting the make up lesson.

Cancelling a booking can be done either by using the ThinkSmart Customer Portal (instructions can be found on the PGSS website under SwimBiz FAQ). If you cannot do this on the ThinkSmart Customer Portal please call PGSS before the lesson start time.

If the cancellation of a booking is permanent please notify the front desk 1 week prior to your cancellation date.