



## **Pymble Swimming Cancellation Process**

We are very sorry to hear that you wish to cancel. We hope to see you again in the future!

Below are the instructions on how to download the *Pymble* Skoolbag application and how to cancel your current swimming lessons permanently.

### **Terms & Conditions**

- It is the parent or carers responsibility to cancel their Childs' Pymble Swimming account.
- Cancellation Requests must be submitted within seven (7) days prior to the last day of the current month.
- Direct debit payments are made for the month in advance and are not refundable. Cancellation Requests take effect at the end of the requested month.
- Cancellation Requests will not be accepted if the account has outstanding payments.
- Learn to Swim Members: Make up lessons on the account are voided once the account is cancelled.
- Should you cancel out of your Learn to Swim lessons or Squad membership, we cannot guarantee that your specific class time & day will be available should you wish to return.
- Squad Member: You may be required to complete another assessment if you choose to return.

### **Step One**

Download the Pymble Skoolbag application

### **Step Two**

At the top of the application, you will see the heading "My School & Services", directly underneath please select the icon "Pymble Ladies College"

### **Step Three**

Click on the "EFORMS" tab

### **Step Four**

Select "Pymble Swimming Cancellation Request Form"

*Note: The list is in alphabetical order*

### **Step Five**

Complete and submit the cancellation eForm

Once submitted, the request will be processed, and you will receive a confirmation email

If you have any questions, please contact the Customer Service Team on [swimming@pymblelc.nsw.edu.au](mailto:swimming@pymblelc.nsw.edu.au) or via phone on (02) 9855 7460