

## **MYSWIM PERSONAL COACHING TERMS AND CONDITIONS**

### **PAYMENT, REFUND & PACKAGE TRANSFER**

1. The validity period of the packages runs from the date of purchase.
2. Once payment has been made, no refunds will be given under any circumstances.
3. Packages cannot be shared and are not transferable.

### **BOOKINGS & CANCELLATION**

1. **Please book ALL** your sessions immediately (1-2 times a week) to secure your preferred slots and ensure you complete your lessons within the package validity period. Slots are available on a first book, first serve basis.
2. If you need to cancel or reschedule your session, please do so in the system with advance notice so that your coach can give your slot to someone else. For **late cancellations (less than 6 hours notice)**, **STRICTLY** no credit refund will be given and the credit will be forfeited.
3. In some circumstances such as heavy rain, thunderstorm or lightning before/during the session cancellation of the session by the coach will be replaced. If the session has commenced for more than 30 minutes and has to be stopped due to weather conditions, the remaining time will be added to the next session or arranged with the coach.
4. **To book** your sessions:  
Go to: [www.myswimcoaching.com/bookings](http://www.myswimcoaching.com/bookings) > Customer Area  
Please select New Booking > Personal Session > Freestyle Stroke Correction/Learn to Swim and select Coach
5. **To cancel/reschedule** your booking:  
Go to: [www.myswimcoaching.com/bookings](http://www.myswimcoaching.com/bookings) > Customer Area > Your Bookings > Choose the session you wish to cancel/reschedule

### **EXTENSION/FREEZE**

1. To extend your package expiry, RM100 is payable per month's extension (up to a period of 2 months only). You must request for the extension before your current package expires.

### **CHANGES TO T&CS**

MySwim Coaching reserves the right to change the terms and conditions.