

Membership Cancellation and Pause Policy

We understand that swimmers may occasionally need to take a break due to personal, medical, or other reasons. To ensure fairness and transparency for all members, please read the following policy carefully:

1. Cancelling a Membership

If your swimmer is unable to attend sessions for an extended period, it is the responsibility of the parent/guardian to cancel the swimmer's membership.

- **All cancellations must be made through the Frogz app.**
- Please note: As per club policy, **we do not offer retrospective refunds** on training fees once payment has been processed.

2. Pausing a Membership

We do not currently offer a formal membership pause option. If a swimmer is expected to be away for a prolonged time, the membership should be cancelled and reactivated when ready to return, subject to squad availability.

3. Squad Placement Upon Return

When a membership is cancelled:

- Your swimmer's place in their current squad **is not guaranteed**.
- Their spot may be offered to another paying swimmer on the waiting list.
- Rejoining swimmers may need to undergo a reassessment for placement in an appropriate squad based on availability and ability.

4. Short-Term Absences

For short-term absences (up to 2 weeks), no action is required. Please inform your coach if your swimmer will miss sessions.

Need Help?

If you're unsure whether to cancel or have questions about how to use the app, feel free to email us at info@ascotroyals.co.uk