



Pymble Swimming Learn to Swim 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 Learn to Swim 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.
- Make up lessons on the account are voided once the account is cancelled.
- Should you wish to cancel out of the Learn to Swim program, we cannot guarantee that your specific class time and day will be available should you wish to return.
- Cancellation requests will not be accepted via phone, email or in person. We only accept cancellations via the Online Cancellation Request Form via the Skoolbag App.

Instructions for submitting a Cancellation Request via Skoolbag

E-form Name: Pymble Swimming Cancellation Request Form

Step One

Download the Skoolbag application

Step Two

At the top of the application, you will see the heading "My School & Services", Search for Pymble Ladies College and select

Step Three

Click on the "EFORMS" tab

Step Four

Select "Pymble Swimming Cancellation Request Form"

Step Five

Under Lesson type to Cancel, Select "Learn to Swim" and complete the rest of the form. Once completed, select Submit.

Once submitted, the request will be processed, and you will receive a confirmation email. If you require assistance, please call the Customer Service Desk on (02) 9855 7460 or email swimming@pymblelc.nsw.edu.au