



## **Pymble Swimming Squad 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 squad membership 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.
- You may be required to complete an assessment should you wish to re-join the squad program.
- 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 "Squads". Continue to 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](mailto:swimming@pymblelc.nsw.edu.au).

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