



To Coral Reef Swim School customer, we hope you are well.

We are writing this letter to explain lesson payments on Swimphony.

As always, Coral Reef Swim School request that lessons are to be paid for in advance. Payments for lessons will be taken out on the 28th of each month. 7 days before this (-on the 21st of each month), customers will either receive a reminder to pay for their lessons or a reminder that the money will be debited from their card. For example, lessons for February will be paid for on the 28th January and a reminder for this will be sent out on the 21st January.

Additionally, it is on the 21st of each month that any lessons we have credited to your account (for reasons such as a lessons cancellation) will be automatically applied to the payment for the forthcoming lessons of the new month. For example, if you have £11.75 credited on your account, and the total cost for the lessons in February is £47, then £11.75 from your credit will be applied to the payment on the 21st January, ready to pay on the 28th January. Thus, leaving you with £35.25 remaining to pay.

*It is important to note that the Swimphony system automatically applies the credit, and this is completed **only** on the 21st of each month – and not a day before.*

If, for any reason, you cannot pay on the 28th of each month, please let us know / remind us before the 21st of each month so that we can change the date to a more suitable one for yourself. We do, however, have to have payments made before the first lesson of the new month. For example, if you were not able to pay on the 28th January, we can change this to any date before lessons on Sunday 4th February or Monday 5th February (depending on which day your lessons are).

Lastly, the total cost that you pay for each month will depend on how many lessons that are running in that particular month. For example, during the Christmas holidays, we tend to only have 3 lessons running in December. Therefore, the total cost to pay for December will be the sum of the 3 lessons.

We hope this all makes sense, however, if anyone has any questions or concerns, please do not hesitate to contact us and we will get back to you as soon as possible.

Many Thanks,

Ellie Depledge-Barr & Jordan Dibble.
Coral Reef Swim School.