

Aquatics and Fitness Center

Swimming Program: Cancellations and Refunds Policy

Last updated: 11 August 2026

Cancellations and Refunds

Please review your order carefully before confirming your purchase. Unless otherwise stated in writing by The American School in London Educational Trust Ltd., purchases may be canceled for a full refund only where the request is:

- submitted within 14 days of purchase; and
- received more than 24 hours before the first scheduled activity of the term.

Once the service has started, or within 24 hours of the first scheduled activity, no refund or exchange will be provided.

Exceptions to refunds beyond the cancellation period

- If a fee-based service is canceled by ASL
- Exceptional circumstances: There may be special circumstances in which ASL will consider reimbursing fees once the required cancellation period has passed. Any such case will be considered on its own merit, and any decision taken will be at the discretion of ASL. Details and any supporting evidence should be provided through the refund request form
- If your request for an exceptional refund is approved by ASL, a £50 administrative fee will be retained by the School.

Please note: Missed Lesson Reminder:

If your child misses a swim lesson, you may request a make-up lesson. Our aquatics team will do their best to offer one make-up lesson per semester (subject to teacher availability). We will work directly with you to confirm the date and time. You will not be refunded for any other missed lessons unless they are canceled by the Aquatics and Fitness team.

Changing a service/days

If you wish to change from one service to another or the day, please be aware that this depends on availability and may incur additional fees.

If your request is approved and your new service/day selection costs more than your original choice, you will need to pay the difference.

If, however, your new experience costs less than your original selection, the difference will not be refunded.

How to request an exceptional refund

To apply for a refund after the cancellation period, fill out the refund request form. You will receive an email notification of ASL's decision within 14 working days of ASL's receipt of your application. If approved, your refund will be processed within 21 days of this decision.

How to contact ASL Aquatic Team

For any questions or concerns regarding this Refund Policy, email swim@asl.org

To request a refund, please fill out the refund request form. No refund will be granted if the request is outside the listed time frame.