



# Splash Shield Policy

## RKLSwims Education Ltd

### Overview

Splash Shield is a courtesy benefit designed to support families when short-term illness prevents attendance at a scheduled swimming lesson.

Splash Shield provides limited eligibility for catch-up lesson credits, subject to availability and the conditions outlined below. It does not constitute an insurance product, refund policy, or guaranteed replacement lesson entitlement.

Monthly lesson fees secure a swimmer's allocated place within their session. Splash Shield is an additional goodwill benefit intended to provide reasonable flexibility during genuine illness.

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### Splash Shield – Standard (Included for All Swimmers)

Each enrolled swimmer is eligible for:

- Up to 1 illness credit per calendar month
- Credit is valid for 30 days from the date of issue
- Credits do not roll over into subsequent months
- Credits have no cash alternative
- Credits are non-transferable

# Splash Shield Plus – RKL Club Exclusive

Active RKL Club members receive enhanced flexibility:

- Up to 2 illness credits per calendar month
- Credits are valid for 60 days from the date of issue
- Priority access to designated catch-up sessions
- Flexible rebooking within available sessions

All standard eligibility conditions apply. Splash Shield Plus benefits activate after 30 days of continuous RKL Club membership.

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## Eligibility & Notification Requirements

To qualify for Splash Shield:

- Illness must be reported no later than 4 hours before the scheduled lesson start time
- A formal Splash Shield claim must be submitted within 72 hours of the missed lesson
- The absence must be due to short-term illness

Splash Shield does not apply to:

- Holidays
- Schedule conflicts
- Events, competitions, or planned absences
- Non-medical absences

In exceptional circumstances where sudden illness occurs within the 4-hour window, management discretion may apply.

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# Catch-Up Sessions

Illness credits:

- Must be booked in advance
- Are subject to session availability
- May be limited to designated sessions
- Do not guarantee placement in a specific time or class
- Cannot be exchanged for refunds
- Cannot be transferred to another swimmer

RKLSwims reserves the right to allocate catch-up spaces in a manner that maintains safe group ratios and teaching standards.

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## Fair Use

Splash Shield is intended to support genuine short-term illness. Frequent or repeated claims may be reviewed to ensure fairness across all swimmers and to protect the integrity of the programme.

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## Amendments

RKLSwims Education Ltd reserves the right to amend, suspend, or withdraw Splash Shield with reasonable notice.