



# Tourism Token Policy

RKLSwims Education Ltd



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## 1. Overview

The Tourism Token Scheme is a courtesy benefit designed to support families who are taking extended holidays during the year.

Tourism Tokens allow eligible swimmers to temporarily pause lesson payments for a limited period while retaining their allocated place within their lesson.

Tourism Tokens are not a cancellation mechanism and do not replace standard lesson payment obligations outside of approved usage.

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## 2. Token Entitlement

Each enrolled swimmer is eligible for:

### Standard Swimmers

- Up to **1 Tourism Token per calendar year**

### RKL Club Members

- Up to **2 Tourism Tokens per calendar year**

Tokens:

- Apply to a **maximum of one calendar month per token**
  - **Do not roll over** into subsequent years
  - Have **no cash alternative**
  - Are **non-transferable between swimmers**
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### 3. Eligibility Requirements

To qualify for the use of a Tourism Token:

- A **minimum of 28 days' notice** must be provided prior to the first missed lesson
- The absence must be due to a **genuine holiday or travel period**
- The holiday must result in a **minimum of two consecutive weeks of missed lessons**
- RKL Swims reserves the right to request **reasonable evidence of travel** (e.g. booking confirmation)

Tourism Tokens will not be approved without sufficient notice unless agreed at management discretion.

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### 4. Usage Conditions

Tourism Tokens:

- Allow **lesson payments to be paused for one calendar month only**
- Guarantee that the swimmer's **allocated place is retained**
- Must be used for **continuous absence periods only**
- Cannot be split across multiple separate absences
- Cannot be applied retrospectively

Tokens must be requested and approved **before the absence period begins**.

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### 5. Exclusions

Tourism Tokens do not apply to:

- Short-term absences (less than two consecutive weeks)
- Illness (covered under Splash Shield)
- Schedule conflicts
- School trips, events, or competitions
- Missed lessons without prior notice
- General non-attendance

Tourism Tokens cannot be used as a substitute for cancelling lessons.

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## 6. Fair Use & Misuse

The Tourism Token Scheme is intended to support genuine holiday-related absences.

RKLSwims reserves the right to:

- Refuse or withdraw token usage where misuse is suspected
- Request supporting evidence of travel
- Limit access where usage is inconsistent with the purpose of the scheme

Repeated or suspicious use may result in the removal of eligibility.

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## 7. Interaction with Other Schemes

Tourism Tokens operate independently from other RKLSwims schemes, including Splash Shield.

Tourism Tokens cannot be combined with:

- Illness credits
  - Refund requests
  - Other absence-related adjustments
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## 8. Amendments

RKLSwims Education Ltd reserves the right to amend, suspend, or withdraw the Tourism Token Scheme at any time with reasonable notice.

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## 9. Membership Requirement

Tourism Tokens are only valid for swimmers with an **active and up-to-date lesson subscription** at the time of request.