



CRANLEIGH
SCHOOL
EX CULTU ROBUR

Swim Academy Booking & Allocation Policy

Glossary

- **Session** – A single scheduled class within a clinic (e.g. Backstroke on 13 May @ 9:00am).
 - **Clinic** – The full programme of sessions over a defined period of usually a week (e.g. 10–15 May). For multiple week clinics, each week will be considered a separate clinic
 - **Skills and Technique Week** – A five-day intensive swimming programme operated separately from standard Swim Clinics and standard clinic allocation processes.
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Booking Window

- The booking window will remain open for a maximum of 5 days from the time it is announced.
 - Exact details of booking window will be found on the swim clinic webpage and contained within the notification email
 - All applications submitted within this period will be considered equally.
 - Applications are not processed on a first-come, first-served basis. Submission timing does not affect allocation outcomes.
 - Bookings must be submitted via the Google Form link provided on the website or in the booking notification email.
 - Applicants will receive an automated confirmation email upon submission.
 - Applications submitted after the booking window has closed may not be considered. Any late enquiries should be directed to: swimacademy@cranleighactivities.org
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Session Requests & Preferences

- Parents/guardians may request up to 5 sessions per clinic.
 - Sessions must be listed in order of preference.
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Allocation Process

- All applications are reviewed as a whole, not individually per session.
 - Each swimmer may be allocated a maximum of 3 sessions per clinic.
 - Spaces are allocated manually using a priority-based system (see Priority Weighting section).
 - Swimmers may be allocated more than one session, up to a maximum of 3 per clinic, however the primary aim is to maximise the number of swimmers who receive at least one space.
 - Submitting multiple preferences does not guarantee allocation to any specific session or number of sessions.
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Priority Weighting

- Session spaces will be allocated to swimmers based on the following priority criteria:

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1. Swimmers not allocated any space in the previous clinic (applicable only where a valid application for the previous clinic was received during that clinic's booking window)
2. Swimmers not yet allocated any sessions in the current clinic
3. Order of preference (1st choice prioritised over 2nd, etc.)

Discretionary: Where reasonably possible, sibling bookings may be considered to assist family scheduling.

Tie-Breaking Process

- In cases where two or more swimmers are equally prioritised after applying all allocation criteria, places will be allocated in the following order:
 1. Whichever swimmer has been allocated fewer sessions in the current clinic
 2. Using a random allocation method
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Allocation Outcomes

- Allocated spaces will be confirmed via email no later than **72 hours** after closure of the booking window
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Waiting List

- Swimmers who are not initially allocated a space will be placed on a **waiting list** for their requested sessions.
 - If a space becomes available, it will be offered based on the **same priority weighting system** outlined above.
 - Swimmers whose applications are received after the booking window has closed and/or after all spaces have been allocated may be added to the waiting list. In such cases:
 - Applications will be assessed using the same allocation criteria outlined above as though they had been submitted during the booking window.
 - In the event of a tie, priority will be given to swimmers whose applications were submitted within the booking window.
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Payment Terms

- Payment must be made within **5 days** of receiving allocation confirmation email to secure the space(s).
 - Failure to pay within this timeframe may result in the space being reallocated.
 - A booking is only confirmed once payment has been received.
 - To discuss payment difficulties please contact swimacademy@cranleighactivities.org or call 01483 542125
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Cancellation & Refunds

- Refunds will only be offered in the following circumstances:

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- Where Swim Academy cancels a session or clinic for any reason. In such cases, a full refund will be provided for the cancelled session(s) only.
 - Where notice of cancellation is provided to Swim Academy at least 14 days prior to the start of the clinic.
 - Cancellation within 14 days of the start of the clinic may result in the loss of the full fee paid. However, where the space is successfully filled from the waiting list, Swim Academy may, at its discretion, offer either:
 - a refund; or
 - credit towards a future clinic.
 - Missed sessions are non-transferable and non-refundable.
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General Terms

- The Swim Academy team will allocate spaces in a manner they consider to be fair, consistent and in line with this policy.
 - Swim Academy reserves the right to make reasonable discretionary adjustments where necessary and to take exceptional circumstances into account when allocating spaces.
 - All allocation decisions are final and made in accordance with this policy.
 - Personal information submitted during booking will be used solely for administering Swim Academy sessions and handled in accordance with applicable data protection legislation.
 - Applications submitted within the booking window does not guarantee allocation of a space.
 - Enquiries should be sent to swimacademy@cranleighactivities.org
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Skills and Technique Week

- A maximum of 20 swimmers may attend each Skills and Technique Week programme.
- Skills and Technique Week is operated separately from Swim Clinics and standard clinic session allocations. Allocation of Swim Clinic spaces will have no bearing on the allocation of Skills and Technique Week places. Participation in Skills and Technique Week will not count towards the maximum session allocation limits applicable to Swim Clinics.
- Applications may be submitted for the full programme or selected days only. Applicants must specify the days they are available to attend at the point of booking. Requests for specific days do not guarantee allocation to those days.
- Where applications exceed available places, spaces will be allocated as follows:
 - Priority will first be given to swimmers who are available to attend all 5 days of the programme.
 - Where applications still exceed available spaces within that group, places will be allocated using a random allocation method.
 - Remaining places, where available, will then be allocated to swimmers attending fewer than 5 days, using the same random allocation method.



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- The Priority Weighting and Tie-Breaking Process outlined elsewhere in this policy do not apply to Skills and Technique Week unless expressly stated within this section.
- Swimmers who are not initially allocated a space may be placed on a waiting list. If a place becomes available, it will be offered in accordance with the allocation principles outlined within this section.
- Payment Terms contained within this policy apply equally to Skills and Technique Week bookings.
- All other terms contained within this policy apply equally to Skills and Technique Week unless specifically stated otherwise.

Exceptions:

- Credit towards future clinics will not be offered in the event of cancellation relating to Skills and Technique Week bookings. Where a cancelled place is successfully filled from the waiting list, Swim Academy may, at its discretion, offer a refund.
- Attendance at Skills and Technique Week does not count towards the maximum session allocation limits applicable to Swim Clinics
- Skills and Technique Week must be booked as a full week. No discount or partial refund will be provided for swimmers who are unable to attend all 5 days.