



SWIM SCHOOL TERMS & CONDITIONS

STANDARD CLASSES: The following classes are considered 'Standard'– Waterbabies, Aqua Tots, Seahorse, Jellyfish, Turtle, Crayfish, Otter, Penguin, Swordfish, Stingray, Marlin and Young Adult. Applicable discounts may apply. Lessons run for 30 minutes.

SPECIALISED CLASSES: The following classes are considered 'Specialised'– Private. Squad. Adult. Intensives. Discounts are NOT applicable to these classes.

INTENSIVE PACKAGE: Fast track your child's development through the daily reinforcement of swimming skills at Active Swim School's Intensive Holiday Program. Intensives are generally held each school holiday period and is dependent on instructor availability. Lessons run for 30 minutes.

SWIM TERMS: Terms run in line with A.C.T Government School Terms (generally 10 weeks).

PUBLIC HOLIDAYS: Classes are not conducted on public holidays and a pro rata payment will be applied. Public Holidays have been factored into the pricing of a Foundation Membership Package.

SWIM ACCESS: Children enrolled for lessons are welcome to access the pool before and after the swim lesson. Outside of this enrolled day, casual access pool prices are applicable. This is not applicable for Foundation Swim School members.

FOUNDATION MEMBERS: Ongoing direct debit members must present their membership card to access the pool outside of their scheduled swim lesson times. Children aged 0 – 3 years have free entry and the package will cover the entry of one parent until the child reaches the age of 4 years.

PAYMENT: Full term payment is preferred at the time of the enrolment but a 4 hour hold time is applicable. If full payment has not been received by the 4 hour time period allocated by staff the enrolment will be cancelled. Partial payments are not accepted.

STUDENT CARDS: All students will be issued a swim card for easy access to our Swim Lessons. These cards MUST be presented to our customer service team upon arrival at EVERY visit. If you have lost your card, please notify customer service so they may replace it immediately.

TERM PACKAGE (option 1): This package is available to purchase for the 10 week Term period and includes 1 x 30 minute swim lesson per week.

YEARLY PACKAGE (option 2): This package is available on a 12 month Contract and includes 1 x 30 minute lesson per week, per 10 week term. Payments are a pro-rata payment over 26 fortnightly debits. Debit fees and set up fees are outlined on Direct Debit Request Form.

RENEWAL OF LESSONS: All children will be re-enrolled into the next term automatically. Term Package (option1) will be sent a renewal notice to their supplied email address advising of a due date of payment. If payment has not been received by this nominated date, children will be unenrolled from their allocated swim day/time. Yearly Package (option 2) will be automatically enrolled each term until the 12 month expiry date has been reached. A renewal notice will be sent 6 weeks prior to your final fortnightly direct debit occurs. If a renewal contract has not been finalised by the expiry date, children will be unenrolled from their allocated swim day/time.

NEW ENROLMENTS: An assessment is required either in the form of a practical assessment (experienced school-aged swimmer) or a verbal assessment (swimmer under 5 years of age or inexperienced school age child). Practical assessments are done by appointment directly with the Swim School office.

BEHAVIOUR EXPECTATIONS: We expect that all children follow the directive of Swim Instructors and Lifeguards within the pool area. Active Swim School staff follow the Active Swim School Behaviour Issues Policy which is attached.

DUTY OF CARE: All students under the age of 13 years must be supervised by a parent or guardian during their class and around all areas of our Centre. All equipment and facilities are used at your own risk. Pool rules are applicable and displayed throughout the Centre. A copy is also available from our customer service team.

CHILDREN UNDER 3: To ensure that our water quality is maintained to the highest standard, we ask that all children under the age of 3 years or not yet toilet trained to wear a swimming nappy. When available, these can be purchased from our customer service team at the Centre reception.

CAPS AND GOGGLES: To ensure that safety is maintained to the highest standard, ALL children participating in swim lessons without an adult in the water are required to wear a swimming cap. NO CAP NO SWIM. Goggles are optional, but are encouraged for children who experience difficulty putting their eyes in the water. When available, Caps and Goggles can be purchased from our customer service team at the Centre reception.

RESPONSIBILITY: You are responsible to bring your children to lessons, inform the swim school if they are not going to attend a lesson or cancel swimming lessons if you are unable to attend for a long period of time. If purchasing swim lessons on the direct debit option, you are responsible to ensure that sufficient funds are available on your due direct debit date and for the cancellation of the direct debit if you are not attending see Cancellations

CONDITIONS OF ENTRY: All Pool Entry Conditions and Facility Terms and Conditions are enforceable and displayed upon entry.

ILLNESS: Please respect our precautionary health rules and refrain from lesson if your child is suffering from; any contagious disease including Molluscum contagion, Flu, Fever, Head cold, Runny infected noses, cold sores, open wounds, sore throats as well as, Vomiting, symptoms of Gastroenteritis, Ringworm and Head Lice.

MAKE UP POLICY: Make up lessons are potentially available for lessons missed due to illness or other reasons under the following conditions. Exceptions will not be made so we kindly ask that you adhere to the policy to avoid the disappointment of refusal.

- Maximum of 2 lessons per term.
- Make up lessons are subject to availability and the responsibility of the parent to organise with the Swim School. We CANNOT GUARANTEE to provide any make up classes if there are no places available. **4 hours' notice** is required before the scheduled lesson time unless with the supply of a medical certificate in the child's name.
- Make up lessons will carry over to the next enrolled Term only and are only valid for a child who is actively enrolled in the swim class.
- Make up lessons booked cannot be changed unless with supply of a medical certificate in the child's name.
- Make up lessons that are unattended are forfeited.
- Make up lessons cannot be done during Week 1 and Week 2 of Swim School Terms.
- Make up lessons will be offered during the January Swim Intensive Program if space is available.
- Make up lessons for students enrolled into private lessons are to be organised with the Swim School Office.

EXTENDED PERIOD OF ILLNESS: If your child is ill for an extended period of time (3+ consecutive lessons), with the supply of a valid medical certificate in the child's name, Active Swim School reserve the right to remove the child from the enrolled lesson and cancel the enrolment under medical conditions. Active Swim School is unable to hold the child's enrolled class and do not guarantee a place upon return. Credits will be supplied in the version of the first two lessons as a makeup and the remaining missed lessons will have a credit applied to next terms fees or direct debit payments will be placed on hold.

Term Packages will have a credit applied which is valid for 6 months from certificate date. Certificates will only be accepted for the previous term or current term of enrolled lessons.

LEVEL PROGRESS: Current swimmers will be continually assessed during the term commencing week 3. This will identify if they are eligible to progress to the next level. The Co-Ordinator will liaise with the instructor and discuss skills achieved and requirements for future lessons.

Children who achieve a new swim level will be notified by the swim school via email. Please note that we cannot guarantee that when a swimmer progresses to a new level their class will be on the same day or time as previous term. Class times and days will depend upon the level. We encourage you to discuss with the swim school office if a new day/time is required as vacancies fill quickly.

If you have any issues about your swimmers progress during the term, the co-ordinator will be available to speak with you while your child is swimming. SQUAD: A placement offer will be sent to children who have achieved all requirements to become an Active Squad member. This is a specialised program and does incur a higher cost.

ACTIVE SWIM SCHOOL INSTRUCTORS: All Active Swim School Swimming Instructors are fully qualified as an Austswim Teacher of Swimming and Water Safety, and hold a current Working with Vulnerable People card and CPR certificate. Active Swim School cannot guarantee instructors from term to term. Instructors are subject to availability and may change without notice.

Trainee Instructors are required to complete up to 20 hours of practical training. Active Swim School encourages this practice so at times your child's class may have up to two instructors teaching the class.

CANCELLATIONS: We **DO NOT** accept verbal cancellations. Written notice is required to cancel a direct debit contract and may be done in person by completing a 'cancellation request' form available from the swim school office or our main reception or alternately you may do so by sending an email to customerservice@activelc.com.au. If your account is in arrears we are unable to action your cancellation request until the arrears have been taken care off. Once this is done the cancellation can be confirmed.

Children deemed by staff, either Swim Instructors, Lifeguards, Shift Supervisors or Management to be an ongoing danger to themselves or others, will be asked to leave the swim school under the Standards for Conditions of Entry and Removal outlined on pool deck signage: FACILITY TERMS AND CONDITIONS.

Each package may be cancelled under the following conditions:

TERM PACKAGE: may only be cancelled for medical conditions with the supply of a valid medical certificate for the child. A credit voucher for the remainder of the term may be used within a 6 month period from cancellation request date for future swim lessons or a refund for the remainder of the term.

YEARLY PACKAGE: Written notice is required to cancel a direct debit contract. Cancellation fees are stipulated on the original contract and may be viewed by request.

FOUNDATION PACKAGE: 14 days written notice is required to cancel this direct debit contract.

effective 22nd July 2019