



## TERMS AND CONDITIONS

### FEES AND PAYMENTS

- By participating in lessons at Arana Hills Swim School you are agreeing to these terms and conditions.
- We expect that when you enrol for your trial lesson you will attend the time spot reserved for you. Failure to attend trial lessons without adequate notification may result in lesson fees being payable.
- If, after your trial lesson, you deem that the lesson was not suitable, you need to advise us at the office, so that your child can be removed from future lessons. Failure to remove your child from lessons will see your account accrue fees until this advice is received from the client.
- It is condition that when participating in lessons you agree to pay within the payment terms. You agree to pay any costs, including administration charges, debt collection commissions and legal fees that are incurred in collecting overdue accounts. Minimum payment requirements may exist for PaySmart clients.
- The full term fees are required in advance for the full term of enrolment.
- Fees can be paid in cash/card or EziDebit Direct Debit with fortnightly installments.
- Positions cannot be held in advance without full payment.
- Lesson fees are required for all booked lessons, even if they are missed due to absence or illness.
- If advance lessons are missed no refund will be available.
- If a child misses three lessons without notification, the position will be forfeited without refund.
- Make up lessons must be utilized in the same term as they are missed and cannot be exchanged for lesson credits or refunds of any kind.

#### **Schedule of fees:**

- Each term different discounts and promotions may be offered, dependent on seasonal variation. Discounts are not standard and will not necessarily be continued onto the next term.
- Discounts are not accumulative and cannot be used in conjunction with other offers and promotions.
- A Family Discount is available...
  - The first two siblings from one family pay scheduled fees
  - The third and subsequent children are offered a 10% discount

**Payment Options are:** Cash/EFTPOS/Credit Card/EziDebit direct debit

**No refunds can be given:** Any money that has been paid to the swim school must be taken as lessons only, as outlined above and subject to availability. No exceptions can be entered into.

### ABSENCES and CANCELLATIONS:

- We strongly encourage dedication to your lesson time which then promotes consistency of teaching and faster development of learned skills. Consistent continuity and repetition is the key to progression.
- Make up lessons will be offered due to illness, subject to availability, **only when adequate notice is given.**
- If your child is unable to attend a lesson, it is required that you call in advance giving as much notice as possible. This will allow other children to attend in that spot if they require a make-up lesson. The same due courtesy will then allow for a make-up lesson to be booked for your child. Please call the office to speak to our friendly staff or leave a detailed message on the message bank if the office is unattended. **12 hours notice of absence is considered reasonable or a message left prior to 8am for morning classes**
- Where notice is given late or at the time of lessons, no make-up lessons will be offered. Your courtesy is appreciated in making this system work fairly.
- In situations where lessons are missed without notifications, no make-ups can be given.
- Make-up lessons are offered as a courtesy, subject to availability. It is up to the care givers to find availability to attend make-up lessons if you wish to utilize this service.
- Make-up lessons will not be offered for absence notifications received by email, Facebook message or text messaging. You must call & speak to our staff. If calling out of hours please leave a detailed message on our message service.
- Advice of cancellation from regular enrolments must be made to the office (not the swimming instructor) giving 3 weeks written notice.
- Make-up lessons can not be given for acts of nature ie. Storms, Cyclones, Floods.

## GENERAL INFORMATION

- **DO NOT ENTER THE WATER BEFORE or LINGER AFTER YOUR LESSON** - This is for the safety of all patrons and staff. Please respect other classes while you are waiting.
- Children are required to wait with their parent/caregiver until their lesson time. The instructor or Pool Deck Staff will request the children sit on the edge of the pool and then enter the water safely only when invited by the learn to swim instructor.
- Class sizes vary depending on age of the children attending and allow limited spots for make-ups.
- Once a lesson time is scheduled, a child will remain at that lesson time until all attainable skills are reached or you contact us to reschedule the lesson time.
- Adults are required to Re-Enroll children EACH TERM. We do not automatically re-enroll your children.
- Some schedule changes may occur occasionally to meet the demand and needs of our students and parents.
- Children can progress through levels at any stage throughout the term if they meet the skill criteria.
- During each term there will be a week dedicated to a "Clothing Swim" where children will be asked to wear basic clothing to their lesson. This encourages water awareness and enhanced safety. Each term the theme will be different i.e. Pajamas, bright colours, etc. Safety and survival skills will be promoted and assessed during these sessions. It is expected that all children 3yrs & over will participate.
- The office will be staffed in accordance with lesson times Monday to Saturday.
- The office will be closed on Sundays and QLD Public Holidays.
- The lesson terms are booked in accordance with the QLD Government school term dates, however pre-school lessons often run throughout the school holiday block. Intensive blocks are offered according to demand for school aged children & are a great way of enhancing, refining & promoting technique. [education.qld.gov.au/public\\_media/calendar/holidays.html](http://education.qld.gov.au/public_media/calendar/holidays.html)
- It is a requirement that children of school age wear a swim cap. Swimming caps are available to purchase from the office. Due to hygiene we do not encourage sharing of caps.
- Until children can confidently swim without goggles, it is preferable that goggles not be worn for at least some parts of the swimming lessons. Children learning stroke will be encouraged to wear goggles during part of their lessons. It is acceptable for confident swimmers to wear goggles.
- Swim nappies must be worn by children who are yet to be completely toilet trained, and can be purchased from the office.
- Please update any personal details with pool deck staff regularly, especially medical/health details. The safety of your children is our priority so please keep us informed so that we can assist in meeting the personal needs of your child. Your assistance in maintaining correct address/phone numbers and emails is appreciated.
- The toilets/change rooms are a dry area, for safety, please dry off prior to entry.
- Arana Hills Swim School reserves the right to vary, add or eliminate schedules from time to time to suit seasonal demand and usage of these facilities.
- Management and staff reserve the right to refuse entry, cancel membership or request any person(s) to leave the premises if that person does not behave in a responsible manner, is believed to be under the influence of drugs or alcohol or does not adhere to the conditions of use.
- There is strictly No running and No diving permitted in this complex (unless diving is part of a lesson).
- No photographic devices or capable devices are permitted in the change room areas.
- We understand capturing accomplishments and achievements is important but please only photograph your own children. Strictly No Video is permitted.
- We have a designated Pram Parking area. We encourage the use of this area to ensure safety on the pool deck for all of our patrons. Ease of access is via the gym where you can avoid the pool safety gates.
- In accordance with the Privacy Act 2011 any information collected will not be disclosed to any third party unless there has been prior written consent from all parties.
- Arana Hills Swim School does not accept responsibility for items that are lost or stolen from any areas within the complex; please refrain from bringing valuables to this venue.
- To maximize learning time for your child during lessons, please encourage all children to go to the toilet prior to their lesson commencing.
  - ❖ Please remain vigilant of siblings when attending swimming lessons. Child minding facilities are available at Club Arana during morning lesson times Monday to Friday.
  - ❖ To keep all areas clean & hygienic, we ask that all food scraps, crumbs & wrappers please be picked up & placed in the bins provided.
  - ❖ Hot food and drinks are to be supervised by a responsible adult and not left unattended at any time.

Thank you for being part of our team!

Current as of 1 June 2016