

SWIM SCHOOL TERMS AND CONDITIONS

Scheduled Breaks & Public Holidays: No lessons will run on public holidays or on Friday afternoon during Week 5 of the term program. Fees will be adjusted accordingly.

Supervision: As a **Watch Around Water** facility, all children under 12 must be actively supervised by a parent/guardian within the Aquatic Centre. Children aged 12+ may attend unaccompanied and are free to leave the facility per centre policy.

Swim Nappies: Children who require nappies must wear approved swim nappies, available at reception.

Parent Participation: Only parents of children in the infant program may participate in lessons.

Punctuality: Children must arrive on time and report to their teacher before the lesson begins. Teachers are not responsible for locating students. Class times follow the clock above the teacher meet point (morning) or the first aid room (afternoon and holiday swim programs).

Spectator Fees: Parents and all children aged 5+ not enrolled in lessons must pay normal entry fee to swim recreationally.

Full-Term Enrolment: Enrolment is for the full term only. Part-time enrolments are not available.

FEES & PAYMENT

Payment: Full payment is required at the time of enrolment for all Term and Holiday Swim programs.

Payment Method: Payments must be made over the phone with credit card. Cash payments are considered on a case-by-case basis by the Swim School Coordinator.

MISSED LESSONS

Make-up Lessons: Available for term lessons only due to medical reasons or other unforeseen circumstances, subject to availability. Requests must be submitted via the 'Make-up Lesson Request' form on our website.

Credits/Refunds: Medical absences may be eligible for a credit or refund with a doctor's certificate. Requests must be submitted via the 'Missed Lesson Credit/Refund Request' form on our website

Conditions: All make-up and credit requests are reviewed individually by management and must be submitted and redeemed within the same term. No carryovers.

CANCELLED LESSONS BY LLC

If LLC cancels a lesson, a credit will be applied to the swimmer's account for future lessons. Alternatively, a cash refund may be requested via the 'Missed Lesson Credit Request' form.



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CANCELLATION OF ENROLMENT

Withdrawals: Submit a 'Program Cancellation Request' form via our website.

Refunds: Calculated from the date the request is received.

A 20% cancellation fee applies unless a valid medical certificate is provided (fee based on full-term fees).

CREDITS

Credits are not issued for previous terms.

Credits remain valid for 3 years and are then forfeited.

Credits are non-transferable between families or LLC departments/activities.

KIDSPORT

Kidsport voucher codes must be presented at the time of enrolment. If you do not yet have a code, a 20% deposit is required to secure placement and be reimbursed once the Kidsport code is submitted.

Any fee shortfall must be paid at the time of enrolment.

No credits or refunds are available for lessons paid via Kidsport.

