

## Swim School Terms and Conditions

All participants must abide by the terms and conditions of the Swim School Program.

Management reserves the right to refuse entry, suspend or cancel a membership without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry.

Please note that Victoria Park Pool is a public venue and may be used for other events throughout the year. During these periods there may be disruptions to the availability of the center.

Every effort will be made to adhere to the timetable, and to keep the members informed of potential disruptions or cancellations during the Swim School terms, however, the management reserves the right to change and alter classes as necessary

### Payment of fees

Direct Debits - Members must complete all the required forms before commencing lessons. Please take the time to read through the Terms and Conditions. A student cannot be enrolled into a class without setting up a direct debit contract.

Students can enroll into the 26 weeks program no less than 1 week in advance and their payment will be based on how many lessons are left in the program.

A \$20.00 one-off administration fee is payable for all Direct Debit memberships.

To receive the 2nd and 3rd Child discount the children must all be in the same family.

There is a 7 day cooling off period from the time of enrolment before lessons.

### Reception and Access

Swim School members must present their card to reception every time they visit the Centre.

Any changes in address or phone numbers must be informed to reception. If the member misplaces their card then it is advised that they notify the Centre as soon as possible. \$10.60 will be charged for a replacement card.

### Supervision

Parents are not permitted to leave children under the age of 12 unaccompanied at any time while they are in the Centre, including during a Learn to Swim class. Guardians must be over the age of 16.

Water Safety Keep Watch wristbands are compulsory for any child under 5 years old.

### Cancellations

There is a minimum of 6 weeks to when signing up or re enrolling.

Cancellations are only accepted after 3 successful fortnightly debits. 6 weeks commitment; with 2 weeks of written notice (must fill out cancellation form available at reception)

This is a perpetual membership. Classes and payments do not stop until the end of the 26 weeks or written notice notification is received and cancellation form is completed at reception.

No refund will be given.

### Suspensions

Maximum of 6 weeks suspension throughout the program, with 2 weeks of written notice (must fill out the cancellation form).

### Missed Lessons

To minimize disruption, the Swim School does not offer make-up lessons for any lesson missed.

### Instructors

Teachers are subject to change.

For any feedbacks please contact [swimschool@vppool.com.au](mailto:swimschool@vppool.com.au).

### Hygiene

Appropriate clean and suitable swimming attire is required for entry to the pool.

Members are required to shower prior to entering the pool.

We request that children up to the age of 24 months wear bathers with elastic waist and leg bands or 'aqua nappies'.

Disposable or cloth nappies are not permitted.