

AGREED TERMS & CONDITIONS OF ENROLMENT:

By completing enrolment into United Swimming Swim School Program you expressly agree to comply with the Terms & Conditions. Upon each and every time you enter United Swimming's Swim Centres you reaffirm your acceptance of the Terms & Conditions and all of the obligations, limitations and indemnities contained within them.

1. Swim School Lesson Times

1.1 Please be aware of the class starting and ending times, and ensure there are adhered to. This assists in a smooth transition for children entering into the following class.

2. Swim School Fees

2.1 All term fee payments are required to be paid upfront at time of booking. Fees payable are subject to change at any time.

3. Refunds and Credits

3.1 Refunds or Credits will not be given and this includes, but is not limited to, withdrawal from the swim school program, change of mind, missed lessons.

3.2 Request for Refunds or Credits may be considered for major illness, surgery or extenuating circumstances but must be addressed in writing to the Centre Manager and must also have relevant supporting documentation attached (e.g. Medical Certificate). Decision will be made by our Management Team within 3 weeks and approved applications will be offered amicable options by the Centre Manager.

4. Swimming Assessments

4.1 The Centre Manager or Supervisor will advise you if an assessment is required before you can register into a term or course. If an assessment is required you must complete an Enrolment Form and book an assessment time with the swim school.

5. Swim School Enrolment

5.1 All swim school participants must complete an enrolment form on their enrolment into United Swimming swim school program, which will be in effect until your enrolment is cancelled and participation at our swim school completely stops by giving notice to your Centre Manager or our Management Team.

5.2 United Swimming Management will require all swim school participants to complete a new enrolment form when required (i.e. when there is a significant change to our Terms & Conditions of enrolment).

5.3 All bookings, enrolments and enquiries are made directly with the Centre Manager or our Management Team. It is also requested that you inform us of any changes to your personal details.

6. Enrolment & Booking Process

6.1 Our swim school would like you to familiarise yourself with our re-enrolment process. Registrations for following term usually begins from week 7 of each term so please make sure to check our regular announcements. The system we have in place means our swim school program can be managed more efficiently & effectively and we are therefore able to provide a better service and help you secure the best possible day and time for your child's swimming lesson.

7. Advance booking / enrolment is required

7.1 Classes are not rolled over or reserved for the following term. To guarantee your lesson day & time, a booking must be confirmed and payment made in the preceding term, as per our payment & booking schedule communicated to members prior to registrations open for each term.

8. In the Event of Illness

8.1 If your child is not in good health, they will not be admitted into swim school classes. We have strict rules applying to this, as staff and children are in a confined space. The **Public Health Act (1992)** requires that Parents/Guardians provide details of their children's current immunisation status. Where a child is not vaccinated against a contagious condition they will be asked not to attend swim school if there is an outbreak of that condition.

8.2 If your child has any of the following, you must not bring them to the facility. Please keep your children at home if he/she is suffering from:

- A heavy cold (green mucus is a good indication);
- Vomiting in the previous 24 hours;
- Diarrhoea in the previous 24 hours;
- Any infectious disease;
- A high temperature.

8.3 United Swimming reserves the right to refuse entry to any child. If a child becomes ill whilst in Swim School our staff will attend to the needs of the child on a one on one basis until the parent or guardian returns.

9. Supervision

9.1 Parents and guardians are expected to take full responsibility for their children upon entry to United Swimming and whilst participating in our swim school program.

9.2 United Swimming does not take responsibility for the supervision of children outside of their allocated swimming lesson. Swim school families are required to maintain appropriate behaviour whilst within United Swimming Swim Centres.



10. Make Up Lesson Policy

- 10.1 Based on our experience we find that make up lessons can potentially disrupt established classes and can also confuse some children due to unfamiliar faces and surroundings. United Swimming cannot always guarantee a make-up lesson due to our set class numbers, and throughout peak swim periods providing make up classes may be highly impossible.
- 10.2 Should your child be sick or absent from the swim school we are happy to offer you a make up lesson. Notification must be made for you to receive a make up lesson. Make up lessons will only be available under the following circumstances:
- 1) You have notified us of your absence at least 24 hours prior to the lesson commencing;
 - 2) Only 1 make up is allowed during the term;
 - 3) Make ups are only valid for 4 weeks from the date you have missed;
 - 4) All make ups must be completed within the term;
 - 5) Swimmers are not guaranteed a make up with their normal class instructor;
 - 6) Make up lessons can only be booked at least 24 hours in advance;
 - 7) Medical Certificates must be provided for sicknesses;
 - 8) Flight Schedule / Itineraries must be provided for long holidays;
 - 9) Fees must be up to date;
 - 10) Make up lessons cannot be cancelled or changed. Students cannot make up a make up;
 - 11) Credit / Refunds will not be given for any classes missed;
 - 12) No Make up / Refunds / Credit can be provided for any classes missed during Holiday Intensive Classes due to limited spaces.

11. Private Lessons

- 11.1 All private lessons are booked and paid through our Management Team. Any cancellation of these lessons with less than 24 hours' notice will result in monies paid being forfeited. If more than 24 hours' notice has been given, a make-up class will be provided where possible on a suitable day for you and the teacher.

12. Teacher Changes

- 12.1 Teacher changes may occur during the swim term with little to no notice. Maintaining teacher consistency at our swim school is one of our highest priorities.

13. Holiday Bookings

- 13.1 Full payment is required at time of booking all Holiday Programs.

14. Conditions of Pool Entry

- 14.1 United Swimming swim caps must be worn by all swimmers above 3 years old in the pool at all times. United Swimming swim caps are available for purchase from your Centre Managers on request;
- 14.2 Swim School participants are only permitted in the water during their lesson time;
- 14.3 All children that are not toilet trained are required to wear aqua nappies at all times when in the pool;
- 14.4 All children that are toilet trained must use the toilet before entering the pool;
- 14.5 We aim to keep the pool temperature as consistent as possible, however it will fluctuate with air temperature and seasonal change;
- 14.6 Swimmers with open wounds will not be permitted in the water;
- 14.7 The pool depth varies from centre to centre. Diving is not permitted unless under instruction from the Swim Centre;
- 14.8 The pool deck is very slippery when wet. No running around the pool area as it may result in injury;
- 14.9 No food and glass bottles are permitted in pool area.

15. Behaviour Management

- 15.1 Our aim is to maintain control and safety within our classes. Our staff will ensure that they convey the dangers of the aquatic environment to the children in a respectful and positive manner with clear guidelines; here they will learn that there are consequences of inappropriate behavior. This may include reinforcing clear guidelines, sitting child out of the lesson for short time, or requesting parent to collect their child.
- 15.2 Please note: If a child becomes disruptive, difficult or poses a safety issue in the swimming lesson, our staff will take steps to ensure that this is dealt with appropriately which may include asking the parent or guardian to collect the child from the swimming lesson.

16. Photographs & Video Recording:

- 16.1 For child protection and safety no photographs or video recording are permitted to be used at any time in United Swimming Swim Centres. Cameras aren't permitted in our Centres without authorisation by United Swimming management.

17. Feedback

- 17.1 Parents/Guardians who have concerns or feedback regarding our swim school should approach the Club Manager. Minor concerns will be dealt with immediately. Complaints that are of greater concern need to be address to the United Swimming Management.

For more details on the United Swimming Swim School, contact your Centre Manager or our Management.

United Swimming reserves the right to request you to leave the pool and facilities if the terms and conditions are not adhered to.

By completing and signing our Swim School Enrolment Form, you have read and understand the terms and conditions, which will be in effect until your enrolment is cancelled and participation at our Swim School completely stops by giving notice to your Centre Manager or our Management.

