

Terms & Conditions for Pacific Swim School

Welcome to Pacific Swim School

Pacific Swim School is a place to learn as we focus on each individual child's swim skills and development. Our teachers are qualified & experienced and really get to know your child. This means, we get results. We try and make sure that your child's swim experience with us is enjoyable and safe experience for.

All members must abide by these terms and conditions. These Terms & Conditions will apply until further notice. Updates will be posted on site and on our parent portal. We look forward to partnering with you to support your child's 'learn to swim' journey.

1. General Information

We are a private, members only facility and children may only begin lessons once membership has been accepted, membership & lesson fees paid and you agree on our Terms & Conditions.

- We run consistently throughout the calendar year & do not break over school terms. Enrolments are therefore ongoing & can start at any time of the year (Not Term by Term)
- Your child will be placed in a class and will attend on the same day and time each week
- We do not hold places or accept part payments
- Memberships and lessons are **NOT transferable nor refundable** to other people including family members, and cannot be credited unless we are at fault
- We do not operate on Public Holidays and over the Christmas/New Year period. Planned closure dates are confirmed yearly. You are not charged for planned closure days.
- If a group lesson has 1 or 2 students in it, we reserve the right to consolidate that class. We will provide at least one weeks' notice of the change and will endeavour to find a suitable alternative class
- We do not guarantee teacher requests and teacher schedules may change at any time
- We allow for 1 make-up lesson per 31 days
- You will be given access to a Customer Portal which will be the main means of managing your child's enrolment including membership, schedule, fee payments etc.
- It is mandatory that you keep access to this portal current

2. Membership Fee

A once-off membership fee of \$35.00 **per child** is charged and a membership pack provided. This fee is non-refundable and payable upon booking your child into lessons. If you withdraw & re-enrol, this fee is payable again. We are unable to 'hold' memberships.

3. Discounts

- If three or more members of a family attend swimming lessons they receive 10% off the third child's lesson fees.
- Most children benefit from attending more than one lesson per week. A discount of 10% is offered for each additional weekly lesson a child may undertake.

4. Cancellations

- All Cancellations require a 2 weeks written notice (by 11th of the prior month) and NO paid fees are refundable.
- If 2 classes are missed and there has been no contact from you, we reserve the right to cancel the membership and you will not be entitled to a refund

5. Membership Cancellations by Pacific Swim School!

- We reserve the right to cancel membership if our Terms & Conditions or other policies are not followed or if you or your child/ren's conduct is inappropriate at our premises

6. Swim Attire

Appropriate swim attire is important for the hygiene of the pool & hence, we have a set standard for these:

- Reusable Little Toggs swim nappies are mandatory for hygiene reasons as faecal incidents can result in pool closure.
- Any child who require nappy's normally (even if almost trained), must wear a disposable and reusable Little Toggs swim nappy for lessons.
- Wearing a disposable nappy is only allowed for a trial lesson.
- Swimming caps are provided as part of the membership pack to all independent swimmers. Wearing these ensures fewer distractions and for pool hygiene
- It is recommended that parents/carers wear a rash vest in the water. This assists the child to gain independence through reaching for and holding the shirt
- No streetwear/casual clothes will be permitted in the pool. E.g. cotton T-shirts, shorts, underwear etc
- NO underwear allowed in the pool under any circumstances due to hygiene reasons

7. Changes to Lesson Fees

We try and keep our fees as low as possible while maintaining the highest standards. However, as costs go up, we reserve the right to adjust these. You will be given a minimum of 14 days' notice of any changes

8. Lesson Fees & Payment System

Membership Fees are charged as we are a members only facility and you are provided with a membership pack.

Lesson fees are payable in advance and only current, paid members can attend classes. A spot in a class is not held without full payment.

Group lessons are \$25 per lesson. Private lessons are \$70 per lesson

Direct Debit charges are calculated on a 'Cost per Lesson' basis and paid via monthly Direct Debit.

If our facilities are shut due to unforeseen circumstances, makeup lessons or credits will be provided. Refunds are not offered for unforeseen closures.

- **Direct Debit** payments are processed on the **25th of each month**
- We partner with Ezi Debit for Direct Debit transactions
- An online Direct Debit form must be completed and returned upon enrolment
- Direct Debit chares are noted on the Ezi Debit form & are charged by Ezi Debit (not Pacific Swim School).
- A deduction will be made monthly from your nominated bank account or credit card on 25th of each month
- The Direct Debit amounts payable may differ depending on how many lessons there are in the period being charged for (E.g. Depending on the calendar, there may be 4 or 5 lessons in that month)
- Membership is ongoing & direct debits continue until a completed cancellation form is received by 11th of the month. If the form is not received on time, the following month is charged
- If commencing lessons mid-month, membership & lesson fees for the month are charged
- Failed Direct Debit payments must be paid before the next scheduled lesson
- Failed Direct Debit payments incur an admin fee from Ezi Debit (Direct Debit provider) as noted on their form
- Pacific Swim School also charge an administrative fee (\$10) for failed Direct Debit payments
- Direct Debit payments may be suspended if they fail 3 times consecutively & upfront payments will be requested

9. Make Up Lessons

There is a limit of 1 make-up lesson per 31 days for notified absences.

- Make-up lessons are valid for 31 days from the notified missed lesson date. Unused lessons are forfeited
- We must be notified of absence via the Customer Portal, by no later than 1 hour prior to the class.
- When informed greater than 1 hour timeframe, you will be eligible for a make-up lesson.
- Notice of non-attendance less than 1 hour will not be eligible for a make up lesson
- Cancellation of membership will result in the forfeiture of membership fees and any un used make-up lessons
- Make-up lessons are subject to availability and we cannot guarantee specific teachers, days or times

- Missed private lessons cannot be guaranteed to be made up in another private lesson, and may need to be completed in a group class
- If a make-up lesson is missed, it cannot be re-booked
- Makeup lessons are NOT guaranteed and available ONLY when pre-arranged.
- It is your responsibility to book makeup lessons
- Make-up lessons cannot be backdated, used to transfer, extend lessons past your “paid to” date or reduce a Direct Debit payment
- If classes are full, makeup lessons will not be able to be booked as we do NOT overbook classes.
- Due to class availability, make up classes can only be booked 48 hours via the Portal, in advance
- Doctor’s certificates are advised for extended illnesses

10. Photo/Video Privacy Policy

We welcome you capturing the special moments of your child on camera or video. However, others privacy must be respected. Capturing any footage is conditional upon:

- If you capture an image or private conversation of another child or individual, you must have all relevant individuals (or their parents) consent to use, publish or broadcast images or video footage
- Under NO circumstances are cameras or mobile phones to be used in change room areas or showers
- You agree to comply with any request by our staff to discontinue use of your camera, mobile phone or video, and to delete requested images or footage, where our staff reasonably consider that someone’s privacy may be breached or there may be a child safety issue
- We may take photos & videos to use for social media and other marketing purposes. If you do not want to have these taken, please inform us below.

11. Pool Deck Rules

These rules are in place for hygiene and safety purposes of all our swimmers, clients and staff

- Swimwear (including nappies) must not be removed on pool deck at any time due to hygiene reasons
- Children and adults must only go up to the pool deck five minutes before their class is due to begin and no earlier
- Once on pool deck, children nor adults are permitted to cross the pool coping marker until invited by the teacher
- Parents nor children are allowed to sit on the edge of the pool or touch the water with any parts of their body while waiting for their turn
- There is no food nor drinks allowed on the pool deck
- Parents nor children are allowed to sit on the Pool Deck during classes. All spectators are to be on the main floor.

12. General Expectations:

- Comply with our rules and follow directions of our staff
- Inform us if your child has any pre-existing injuries or health issues
- Pay your fees on time
- Keep us updated on any change of your personal details including contact and bank details
- Be courteous, respectful and kind to our staff, other parents and children at the Centre
- Supervise and mind your children at all times, including being at the Centre when they are in the pool
- Not have food or drinks around pool area
- Not use glass containers at our facilities
- Be responsible for your belongings. Belongings left at our premises are put in the ‘lost property’ area and periodically donated to charity
- Keep your child out of lessons for the specified Health Department exclusion period of 2 weeks after an incidence of diarrhoea or vomiting or other communicable illness so that it is not passed to fellow students and teachers

Pacific Swim School reserves the right to alter its conditions of entry based upon any perceived or real threats it sees necessary to protect the health and safety of its clients and children attending the Centre.