

ACTIVE SWIM SCHOOL TERMS & CONDITIONS - WELCOME TO ALC SWIM SCHOOL

STANDARD CLASSES: The following classes are considered 'Standard' – Waterbabies Aqua Tots Tiny Tadpole Starfish Jellyfish Tadpole Crayfish Otter Penguin Swordfish Stingray Marlin Young Adult. Applicable discounts may apply.

SPECIALISED CLASSES: The following classes are considered 'Specialised' – Private Squad Adult. Discounts are NOT applicable to these programs.

SWIM TERMS: Terms run in line with A.C.T Government School Terms (generally 10 weeks).

INTENSIVE PACKAGE: Fast track your child's development through the daily reinforcement of swimming skills at Active Swim School's Intensive Holiday Program. Intensives are held each school holiday period. Lessons are for 30 minutes at the same time each day.

PAYMENT: Payment must be made at the time of enrolment. Direct Debit members have the option to utilise the 'Free Swim', after payments have commenced.

STUDENT CARDS: All students will be issued a swim card for easy access to our Swim Lessons. These cards MUST be presented to our customer service team upon arrival at EVERY visit. If you have lost your card, please notify customer service so they may replace it immediately.

PUBLIC HOLIDAYS: Classes are not conducted on public holidays and a pro rata payment will be applied if paying for Term lessons only.

TERM PACKAGE (option 1): This package is available to purchase for the 10 week Term period and includes 1 x 30 minute swim lesson per week. This package may be renewed for the next due term in week 8 of the term.

YEARLY PACKAGE (option 2): This package is available on a 12 month Contract and includes 1 x 30 minute lesson per week, per 10 week term and, Free Swim anytime entry to the pool. Payments are spread over 26 fortnightly debits. Debit fees and set up are outlined on Direct Debit Request Form.

Children under 0 – 4yrs have free entry and the package will cover the entry of one parent until the child reaches the age of 5 yrs.

Re- enrolment for each next term is automatic with a renewal notice to be sent before the final fortnightly debit due. If paperwork has not been completed by the due date the child/children will be removed from the enrolled lessons.

NO CONTRACT PACKAGE (option 3): This package is available on a fortnight to fortnight basis and includes 1 x 30 minute lessons per week, per 10 week term and Free Swim anytime entry to the pool. Children under 0 – 4yrs have free entry and the package will cover the entry of one parent until the child reaches the age of 5 yrs. This option may be cancelled with 14 days written notice. Price increase in line with CPI from 1st July each year. Debit fees and set up are outlined on Direct Debit Request Form.

NEW ENROLMENTS: An assessment is required either in the form of a practical assessment (experienced school-aged swimmer) or a verbal assessment (swimmer under 5 years of age or inexperienced school age child). Practical assessments are done by appointment directly with the Swim School office.

LESSON ETIQUETTE: We ask that you arrive in plenty of time to have your child prepared for their class. All students under the age of 13 must be supervised during their class and whilst in the facility, including any 'Free Swim' time after classes. ALL children 5 years and under must be closely supervised at all times when in attendance and remain within arms-reach of a parent when in the water.

DUTY OF CARE: All minors are to be supervised by a parent or guardian around all areas of our Centre and during all of our classes/activities. All equipment and facilities are used at your own risk. Pool rules are applicable and displayed throughout the Centre. A copy is also available from our customer service team.

CHILDREN UNDER 3: To ensure that our water quality is maintained to the highest standard, we ask that all children under the age of 3 years or not yet toilet trained to wear a swimming nappy. When available, these can be purchased from our customer service team at the Centre reception.

CAPS AND GOGGLES: To ensure that safety is maintained to the highest standard, ALL children participating in swim lessons without an adult in the water are required to wear a swimming cap. NO CAP NO SWIM. Goggles are optional, but are encouraged for children who experience difficulty putting their eyes in the water. When available, Caps and Goggles can be purchased from our customer service team at the Centre reception.

WHAT TO BRING:

- Bathers/Swimming Costume
- Towel
- Goggles
- Swimming Cap
- Appropriate warm clothing and footwear for after session
- SQUAD – plastic drink bottle

Swimmers in 'Marlin' and 'Squad' levels are encouraged to bring their own flipper to lessons each week to assist in the development of strokes. The swim school have a limited number of flippers available for use if swimmers are unable to bring their own.

RESPONSIBILITY: You are responsible to bring your children to lessons, inform the swim school if they are not going to attend a lesson or cancel swimming lessons if you are unable to attend for a long period of time. If purchasing swim lessons on the direct debit option, you are responsible to ensure that sufficient funds are available on your due direct debit date and for the cancellation of the direct debit if you are not attending see **Cancellations**

PHOTOGRAPHY: Photography, including that from mobile phones, laptops and any other image capturing device is NOT permitted without seeking written permission from the Centre Manager.

ILLNESS: Please respect our precautionary health rules and refrain from lesson if your child is suffering from; any contagious disease including Molluscum contagiosum, Flu, Fever, Head cold, Runny infected noses, cold sores, open wounds, sore throats as well as, Vomiting, symptoms of Gastroenteritis, Ringworm and Head Lice.

MAKE UP POLICY: Make up lessons are potentially available for lessons missed due to illness or other reasons under the following conditions. Exceptions will not be made so we kindly ask that you adhere to the policy to avoid the disappointment of refusal.

- Maximum of 2 lessons per term.
- Make up lessons are subject to availability and the responsibility of the parent to organise with the Swim School. We CANNOT GUARANTEE to provide any make up classes if there are no places available. The ability to provide this service relies upon all families advising us of any absence 24 hours before the scheduled lesson.
- Make up lessons may carry over to the next enrolled Term only and are only valid for a child who is actively enrolled in the swim program.
- Make up lessons that are unattended are forfeited.
- Make up lessons are not offered during the School Holiday Intensive Program.
- Make up lessons for students enrolled into private lessons are to be made up in available Standard swim lessons.

EXTENDED PERIOD OF ILLNESS: If your child is ill for an extended period of time (3+ consecutive lessons), with the supply of a valid medical certificate in the child's name, Active Swim School reserve the right to remove the child from the enrolled lesson and cancel the enrolment under medical conditions. Active Swim School is unable to hold the child's enrolled class and do not guarantee a place upon return. Credits will be supplied in the version of the first two lessons as a make up and the remaining missed lessons will have a credit applied to next terms fees or direct debit payments will be placed on hold.

Term Packages will have a credit applied which is valid for 6 months from certificate date. Certificates will only be accepted for the previous term or current term of enrolled lessons.

LEVEL PROGRESS: Current swimmers will be assessed in Week 6, to identify if they are eligible to progress to the next level. The Co-Ordinator will liaise with the instructor and discuss skills achieved and requirements for future lessons.

Children who achieve a new swim level will be notified by the swim school co-ordinator. Please note that we cannot guarantee that when a swimmer progresses to a new level their class will be on the same day or time as previous term. Class times and days will depend upon the level. We encourage you to discuss with the swim school office if a new day/time is required as vacancies fill quickly.

If you have any issues about your swimmers progress, the co-ordinator will be available to speak with while your child is swimming.

SQUAD: A placement offer will be sent to children who have achieved all requirements to become an Active Squad member. This is a specialised program and does incur a higher cost.

ACTIVE SWIM SCHOOL INSTRUCTORS

All Active Swim School Swimming Instructors are fully qualified as a Teacher of Swimming and Water Safety, and hold a current Working with Vulnerable People card and CPR certificate.

Trainee Instructors are required to complete up to 20 hours of practical training. Active Swim School encourages this practice so at times your child's class may have up to two instructors teaching the class.

Active Swim School cannot guarantee instructors from term to term. Instructors are subject to availability and may change without notice.

HAPPY, HEALTHY HINTS: You can assist in making your child's swimming experience a pleasant one each week by following these suggestions:

- Allow plenty of time to arrive prior to the lesson so the child is calm, not rushed and has time to go to the bathroom.
- Ensure your child goes to the bathroom before each session.
- Ensure that your child does not eat or drink too much directly before the swimming lesson.

CANCELLATIONS: Swim lessons may be cancelled for a variety of reasons and we **DO NOT** accept verbal cancellations to staff.

Debit success accounts cannot be cancelled if in arrears.

Active Leisure Centre reserves the right to remove children from swim lessons if a direct debit account is substantially in arrears.

Children deemed by the Swim School to be an ongoing danger to themselves or others, they will be unenrolled from swimming lessons.

Cancellation fees are set to a maximum amount as nominated on the Swim School Enrolment Form and divided between the amounts of children enrolled.

Each package may be cancelled under the following conditions:

TERM PACKAGE: may only be cancelled for medical conditions with the supply of a valid medical certificate for the child. A credit voucher for the remainder of the term may be used within a 6 month period from cancellation request date for future swim lessons or a refund for the remainder of the term.

YEARLY PACKAGE: You may cancel in writing to customerservice@activelc.com.au or by completing a 'MEMBERSHIP TERMINATION FORM'. This package will incur a cancellation fee as nominated on the Swim School Enrolment Form unless for medical conditions with the supply of a valid medical certificate for the child. Payments made during the period of the certificate will be offered with a credit on the direct debit account or in the form of a credit voucher (valid for 6 months from date of issue).

NO CONTRACT PACKAGE: You may cancel with 14 days written notice to customerservice@activelc.com.au or by completing a 'MEMBERSHIP TERMINATION FORM'.

12 month ONGOING: (This option is no longer available for purchase) May be cancelled in writing to customerservice@activelc.com.au or by completing a 'MEMBERSHIP TERMINATION FORM' and will incur a cancellation fee as nominated on the Direct Debit Request Form if applicable.