



Terms and Conditions

Term 1, 2024.

Pricing Guide	
Start Date - Monday - 29/01/2024	End Date – Sunday - 14/04/2024
Upfront Cost for 11 Weeks:	\$250.80 per child
Direct Debit:	\$37.10 per fortnight per child

POOL ENTRY CONDITIONS:

All Pool Entry Conditions and Facility Terms and Conditions are enforceable and displayed upon entry. All students are to present themselves to our main reception before entering the pool.

NEW ENROLMENTS:

An assessment is required either in the form of a practical assessment (experienced school-aged swimmer) or a verbal assessment (swimmer under 6 years of age or inexperienced school age child). Practical assessments are done by appointment directly with the Swim School office.

STANDARD CLASSES:

The following classes are considered ‘Standard’– Waterbabies, Aqua Tots, Seahorse, Jellyfish, Turtle, Crayfish, Otter, Penguin, Swordfish, Stingray, Marlin and Young Adult. Applicable discounts may apply. Lessons run for 30 minutes.

SPECIALISED CLASSES:

The following classes are considered ‘Specialised’– Private. Squad. Adult. Intensives. Membership discounts are NOT applicable to these classes.

INTENSVE PACKAGE:

Fast track your child’s development through the daily reinforcement of swimming skills at Active Swim School’s Intensive Holiday Program. Intensives are generally held each school holiday period and is dependent on instructor availability. Lessons run for 30 minutes.

SWIM TERMS:

Terms run in line with ACT Government School Terms.

PUBLIC HOLIDAYS:

Classes are not conducted on public holidays and a pro rata payment will be applied. Public Holidays have been factored into the pricing of a Foundation Membership Package. Direct debit accounts will have a credit placed on the family account at the business.

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 main reception.

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.

DUTY OF CARE:

All students under the age of 13 years must be supervised by a parent or guardian during their class and around all areas of our Centre. 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 at the main reception.

FOUNDATION MEMBER ENTRY:

Foundation members must present themselves to our main reception desk to access the pool outside of their scheduled swim lesson times.

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.

AGE IDENTIFICATION:

Children aged between 0 to 5 years and non-swimmers:

- a. must at all times be accompanied by an adult in the water; and
- b. the adult must be within arm's reach of the child or non-swimmer
- c. children must wear the yellow wrist band supplied by the provider at all times within the pool area

NOTICE BOARD:

Please check the board upon entry to the pool. Here you will find changes that have been made and current updates.

FREEPLAY:

Allows children enrolled in classes to swim before or after their swim lesson. Outside of the enrolled class day payment is required for use of the pool. Children aged 5 years and under must be accompanied by an adult in the water at all times. Freeplay areas are not always available due to the space being utilised by instructors. All patrons are to adhere to signage and staff direction.

ABSENCES:

Parents are required to notify the swim school if their child will not be attending a class.

MAKEUP LESSONS:

We do not offer makeup lessons.

ILLNESS:

Please respect our precautionary health rules and refrain from lessons if your child is suffering from; any contagious disease including, Molluscum contagion, Influenza, COVID19, cold sores, open wounds, symptoms of Gastroenteritis, Ringworm and Head Lice. A 100% credit will be given with the supply of a medical certificate for the child who is named on the certificate. A family may apply in writing for a 50% credit for any siblings who cannot attend due to the severity noted on a medical certificate of a sibling.

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:

Credits will be applied to your family account and may be used for future swim lessons, fortnightly debit payments, applicable cancellation fees, pool passes and merchandise.

CLASS AND TERM CANCELLATIONS:

In the event that a class is cancelled an automatic credit will be applied. Due to circumstances out of our control advertised lesson days and times may be cancelled due a change of Instructor availability. In these circumstances a credit or refund will be offered if another class cannot be found for the student.

FIRE ALARMS:

Please follow the direction of all staff during a fire alarm. Credits will be applied if an alarm exceeds a 10 minute period and applied in 15 minute increments.

LEVEL PROGRESS:

Students are continually assessed during the term commencing week 3. This will 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. 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 during the term, the co-ordinator will be available to speak with you 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 qualified swim instructors; hold a current Working with Vulnerable People card and CPR certificate. Active Swim School cannot guarantee instructors from term to term. Instructors are subject to availability and may change without notice.

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.

REMOVAL:

Children deemed by staff, either Swim Instructors, Lifeguards, Shift Supervisors or Management to be an ongoing danger to themselves or others, will be asked to leave the swim school under the Standards for Conditions of Entry and Removal outlined on pool deck signage: FACILITY TERMS AND CONDITIONS.

CANCELLATION:

We DO NOT accept verbal cancellations. All cancellations are only accepted in writing and can be sent to: swimschool@activelc.com.au - alternately you may complete a cancellation request at the facility.

FOUNDATION PACKAGE:

14 days written notice to the facility is required to cancel by email to: swimschool@activelc.com.au

TERM PACKAGE:

This package is available to purchase for the upcoming term period and includes 1 x 30 minute swim lesson per week. In preparation for the following term all children will be re-enrolled automatically and will be sent a renewal notice to their supplied email address advising of a due date of payment. Renewals are also advertised on the Notice Board and other areas of the Centre. If payment has NOT been received by this nominated date, children will be unenrolled from their allocated swim day/time.

DIRECT DEBIT PACKAGE:

This package is available on a fortnight to fortnight pro-rata payment plan with payments continuing throughout the school holiday period. This package includes 1 x 30 minute lesson per week, per 10 week school term and is ongoing. All debit fees and set up fees are outlined on the Debtsuccess Direct Debit Request (DDR) & Contract Form. To cancel this package a cancellation fee of \$49.50 per child is applicable to cancel your direct debit. Any credits available on your family account at the facility will be used towards this nominated fee. Once requested, the child will be removed from their class and the cancellation fee will be taken on the next due debit date. If a payment has been taken on the day of the request, this amount will be deducted from the nominated fee.

FEE INCREASES:

Fees payable by you in accordance with this Agreement may increase in cost periodically (July each year or another date to be notified in writing). We will provide you with at least 14 days written notice of changes before a proposed change takes effect. We will email you any such notice to the last known address in our records. If you do not wish to accept the proposed changes, you may cancel your account in line with our cancellation protocols. If you do not cancel your account then your account will be varied and continue in accordance with any changes notified to you.

Active Leisure Centre reserves the rights to change or amend the Terms and Conditions as required. Our current Terms and Conditions are available at our swim school office or online - activelc.com.au

Effective 11/12/2023