

Swim School Terms and Conditions



1. Enrolments

- 1.1 Enrolments will open in the last week of the Swim School term.
- 1.2 It is the parent's responsibility to communicate their child/ren lesson stage for enrolment.
- 1.3 If a participant needs to be assessed to ensure correct level at the time of enrolment, a free assessment can be organised by calling 9083 1700.
- 1.4 Class times may change according to demand. Should a class have less than 50% occupancy, we may reschedule to another time.

2. Refunds and Credits

- 2.1 The Centre reserves absolute authority in relation to enrolments, cancellations and class transfers.
- 2.2 No refunds/credits for missed lessons.
- 2.3 Refunds or cancellations will not be accepted without extenuating circumstances that will prevent the participant continuing in the program for more than 3 continuous weeks, such as serious illness or injury (medical certificate required), or relocation outside of the Shire of Esperance (proof of relocation required).
- 2.4 Refunds may incur an administration fee.
- 2.5 Application for refunds must be made in writing to the swim school email*.
- 2.6 Approved refunds/credits will only be calculated on the remaining classes.
- 2.7 Credits are valid for twelve (12) months from date of issue.
- 2.8 Lessons cancelled by The Centre will be credited against swim school account for future enrolments.

3. Make up Lessons

- 3.1 Make up /replacement lessons are not provided for lessons missed during the program.

4. Entry Tags

- 4.1 Upon enrolment, an ID tag will be issued for new participants. Returning participants continue to use the same tag.
- 4.2 You can register at reception prior to each class by presenting your tag, or via the turnstile, to ensure our attendance records are correct.
- 4.3 Swim School tags enables your child/ren entry 90 minutes prior to lesson time.
- 4.4 Where a participant loses their tag, it is the responsibility of the participant to advise reception immediately.

5. Changes to Enrolments

- 5.1 Transfers between classes are not available.
- 5.2 The Centre Swim School is endorsed by Royal Life Saving WA, and, due to differences in Swim School curriculums, The Centre Swim School reserves the right not to accept levels achieved at other swim schools and swimming programs.
- 5.3 The Centre Swim School reserves the right to move students to levels that are appropriate to our curriculum and their skill level.

6. Private Lessons

- 6.1 Private lessons are intended for children who need more assistance with their stroke development, have a water phobia or a diagnosis which requires one on one teaching.
- 6.2 Private lessons depend on teacher availability and are scheduled either before or after the group lessons.

7. Teacher Consistency

- 7.1 Whilst we make every endeavour to keep teachers consistent, there is no guarantee the teacher will remain the same for the duration of the term.
- 7.2 We are unable to accommodate requests for specific teachers.

8. Re-Enrolments

- 8.1 The Centre Swim School does not automatically carry bookings from term to term.
- 8.2 Re-enrolments for term programs are commonly advertised via social media, website, text message and/or email.

9. Email and SMS Communication

- 9.1 Communication through SMS and/or Emails for important reminders, class cancellations, details of changes to opening hours, or details of special offers presented by The Centre.

10. Parental/Guardian Supervision

- 10.1 The Centre is a 'Watch Around Water' Facility and guidelines apply.
- 10.2 Children under 10 years must be accompanied by an adult/guardian 16 years or over and have clear and direct access to your child/ren at all times.

- 10.3 Participants are to be delivered to and collected from the teacher promptly.

11. The Pool Environment

- 11.1 All pools are heated to various temperatures. Hydro pool – 35 degrees, Lagoon pool – 32 degrees, Lap pool is an average of 27.5 degrees.
- 11.2 The Centre and all employees, volunteers, agents and officers thereof shall not be held liable for an injury, loss or damage you may suffer or incur, including to a third party (including any minor or other person for whom you are responsible), arising from or connected in any way with your participation or attendance at The Centre.
- 11.3 Change rooms are provided for the changing of yourself and your child/ren. Changing on pool deck is not appropriate.
- 11.4 Children under 2 are required to wear a swimming nappy.

12. Photography & Video

- 12.1 The use of cameras (including mobile devices) is only permitted with immediate members of the group with your child/ren being the main focus.
- 12.2 The use of cameras and mobile devices in change rooms or toilets is strictly prohibited.

13. Feedback and Complaints

- 13.1 Can be provided via feedback form available at reception or in writing to boilc@esperance.wa.gov.au

Declaration

By signing this form, I/we agree to abide by the Swim School Terms & Conditions set out above and The Centre Entry Conditions (available on request).

Signed: _____

Date: _____