## **Terms & conditions for**

## **swim confident – splash academy swim school**

Swim Confident – Splash Academy Swim School is a place to learn as we focus on each student’s swim skills and development. Our teachers are qualified & experienced and really get to know you and/or your child. This means, we get results. We try and make sure that the experience with us for our clients and families is enjoyable and safe.

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 members portal. We look forward to partnering with you to support your swimmers’ journey.

1. **General information**

The Aitkenvale location when operating under Splash Academy Swim School, is a private, members only facility and children may only begin lessons once enrolment has been completed, and you agree with our Terms and Conditions.

* We may run consistently throughout the calendar year & do not necessarily break over school terms.
* Enrolments are ongoing and can start at any time of the year as opposed to from term to term.
* Your child will be placed in a class and will attend on the same day and time each week; however, they are welcome to attend any other class of the same level offered on other days.
* Enrolments and lessons are **NOT transferable nor refundable** to other people including family members and cannot be credited unless Swim Confident – Splash Academy are at fault.
* We do not operate on major public holidays or between the Christmas/New Year period.
* You will be given access to a Customer Portal via the website which will be the main means of managing your child’s enrolment and will also include news, schedules, class payments etc
1. **Discounts**
* 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.
* Bundles are available for private sessions only and apply to only one individual per bundle. They cannot be transferred to another individual. No refunds are given on bundles.
* 5 session bundle is four full priced private lessons plus a fifth session at half price. Payment is required prior to the commencement of the second session. A 5-session bundle must be completed within an 8-week block. Failing to hold the 5 sessions within an 8-week block forfeits any remaining sessions.
* Discretionary discounts may be offered from time to time but are not the norm and not to be expected.
1. **Cancellations and No-shows**

While we understand situations may arise where you need to cancel scheduled lessons/sessions from time to time, ongoing and regular cancellations may result in your spot/s being surrendered and forfeiture of any payments made.

* Notice of cancellation as soon as possible is appreciated as this allows those on waiting list to attend in your or your child/rens’ place.
* Every endeavour must be made to notify of cancellation AT LEAST 4 HOURS prior to time of lesson/session.
* Notification of cancellation 2hrs or less is considered “late cancellation”
* A late cancellation or a no-show may incur a fee of $20. This is to cover processing fees and rental space charges incurred.
* No-shows without notification are forfeited sessions and do not receive a makeup session.
* When informed via text or email at least 1 hour prior to scheduled lesson of inability to attend, a makeup lesson is available.
* If 2 consecutive classes are missed and there has been no contact from you, we reserve the right to fill that spot with another student and you will not be entitled to a refund or makeup session.
1. **Cancellation of enrolment by Swim Confident – Splash Academy Swim School**
* We reserve the right to cancel enrolment if our Terms and Conditions or other policies are not followed or if you or your child/ren’s conduct is inappropriate at our premises and/or during sessions
1. **Swim Attire**

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

* Swim nappies are mandatory for hygiene reasons as faecal incidents can result in pool closure.
* Any child who requires nappies or training pants normally (even if almost trained), must wear a reusable or disposable nappy for lessons / swimming.
* It is recommended that parents/carers wear a rashie/shirt in the water. This assists the child to gain independence through reaching for and holding the shirt.
* During safety week, street clothes / pyjamas are to be worn in the water. Swimsuits may be worn under normal clothes.
* Outside of safety week, swimsuits are recommended and any items of clothing which could inhibit or endanger the individual or fellow students will not be permitted during normal learn to swim sessions.
1. **Changes to Lesson / Session fees**

We try and keep our fees for lessons and private sessions 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.

1. **Lesson / Session fees and Payment System**

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 or arrangement made prior to the class taking place for 7-day invoice to be issued.

Current payment schedule:

Baby/toddler classes, 30mins - $16

Learn to swim group classes, child, 30mins - $21

Private session, child, 30mins - $42

Private session, adult, 40mins - $45

Aquaphobia initial appointment, up to 1hr, poolside only - $20

Aquaphobia session, 30mins / 1hr - $55 / $90

Stroke development / pool deck instruction, adult, 30mins - $25

Preferred method of booking, rescheduling and payment is via the Swim Confident – Splash Academy Swim School website: swimconfidentqld.com.au If the pool is shut due to unforeseen circumstances, makeup lessons or credits will be provided. Refunds are not offered for unforeseen closures.

1. **Health Information**

If you or your child/ren is showing signs of illness, fever, prolonged coughing or sneezing or is generally unwell, please stay at home. Our swim teachers cannot afford to become unwell and due to the nature of their role will be in close contact with you and/or your child/ren and other families.

1. **Make up lessons / sessions**
* Make-up lessons are valid for 31 days from the notified missed lesson date. Unused lessons are forfeited.
* Notification of absence must be made via text or email by no later than 1 hour prior to the class.
* Rescheduling of lessons/sessions can be made via the website.
* Makeup lessons/sessions are subject to availability and specific teachers, days or times cannot be guaranteed.
* Make-up sessions **MUST** be booked. Students cannot simply turn up unannounced. This is not fair to the class of booked students.
* 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.
* Make-up 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 “pay” an invoice
* 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 in advance via the website members portal.
1. **Photo/Video Privacy Policy**

We welcome you capturing the special moments of your child/ren 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/rest room areas
* 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 and videos to use for social media and other marketing purposes. If you do not want to have these taken, please inform us when completing your enrolment form or as soon as the issue presents itself.
1. **Pool deck rules at the Aitkenvale location**

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
* Please keep children from entering and swimming too early before their lesson (no more than 10mins prior), while a sibling may be taking part in their lesson
* Following lessons, students may swim in another lane IF it is not being used by another teacher. If a teacher is working from a lane the entire length can be considered as being used. NO FREE SWIMMING is to occur in lanes occupied by a teacher.
* There is to be no food or drinks, except water, on the pool deck around the edge of the pool.
* There is no running around the pool and on the pool deck.
* Swimming is **NOT PERMITTED** to non-enrolled students. Aitkenvale pool is a learn to swim pool only and not for casual swimming by visitors coming to a student’s lesson.
1. **Evacuation**

If in the event of a necessary evacuation, follow the directions of the lead teacher on pool deck. Evacuation of the pool and/or pool area will be signified by two whistles or by the verbal direction of the lead teacher on deck.

* In the event of a lightning storm when lightning is recorded within a 15km radius, all participants need to leave the water, dry off and wait until clearance to enter the water has been given by the lead teacher on deck. This will be once no lightning has been recorded for a period of at least 30 minutes.
* In the event of faecal matter in the pool an evacuation will be necessary, and no further classes will occur that day as the pool will need to be cleaned and treated, please follow the directions of the lead teacher on the pool deck and closely supervise your children. Makeup classes will need to be organised at a later date.
1. **Parent Behaviour**

It is expected that parents will support and encourage their child/ren during their lesson and allow their child’s teacher to teach without interruption or disruption.

* Questions are welcome, however a discussion during class is not. A request for a quick word at the end of the class is fine. Interactions will be polite and respectful always.
* Parents and carers will at no time undermine a teacher. Any concerns can be submitted in writing via the website or emailed to feedback@swimconfidentqld.com.au
* Parents will not coach or berate their child/ren from the pool deck.
* If your child’s teacher needs your assistance, they will ask.
* Failure to adhere to these rules will result in the parent being asked to leave the pool area until the lesson is over, or their child being removed from the lesson and both parent and child being asked to leave the site.
* It is desirable that parent’s take an interest in the progression of their child’s skills and are at the very least somewhat engaged and attentive during lessons. While it can be a time to use mobile phones, catch up on a little work or relax, keep in mind your child hopes that you will also watch them and celebrate their successes in the pool when they do something well or for the first time.
1. **General expectations at the Aitkenvale location**
* Comply with the rules of Swim Confident – Splash Academy Swim School and follow directions of our staff
* Inform us if your child has any pre-existing injuries or health issues
* Be courteous, respectful and kind to other parents and children, staff, visitors and families
* Keep us updated on any change of your personal details including contacts, medical which may impact swimming and changes to privacy
* Please supervise and mind your children at all times; they are not permitted to wander, interrupt another class, use equipment on the pool deck without permission *between classes*, enter the water without permission or enter the equipment cage.
* Please don’t wander with open food and drinks. Water is permitted on the pool deck during class.
* Please use rubbish bin provided for all waste.
* Glass containers is not permitted in the pool area. Store any glass brought with you in your car.
* Be responsible for your belongings. Belongings left at the pool are put in the ‘lost property’ bin and periodically donated to charity. Swim Confident cannot be held responsible for missing items.
* 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.
* The pool area is to remain tidy. Please ensure any mess made by yourself or your child/ren is picked up and properly discarded before leaving.
* Parents and carers will at no time undermine a teacher, nor coach or berate their child from the pool deck.
1. **Feeback**

Feedback is always welcome and encouraged.

* Honest, constructive feedback helps improve Swim Confident – Splash Academy Swim School and assists in ensuring a comfortable and welcoming environment for all.
* To ensure all classes run on time, discussions and providing feedback in between sessions should be avoided unless time critical.
* Feedback may be submitted via email or the website.
* If you would prefer a request for a callback to discuss an issue, please ensure you provide in your message the best number to contact you. Please understand a return call will be made as soon as is possible but your patience is appreciated.

***Swim Confident – Splash Academy 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 pool.***

 