



**Our swimming lessons are way fun but there are some serious things that we need to talk about so that we can just concentrate on getting wet and having as much fun as possible!**

## **Terms and Conditions of Enrolment**

Please read our Terms and Conditions of Enrolment at our swim school, ask all the questions you need to understand them fully and then indicate by clicking the I agree box in our family portal to acknowledge that you're on the same page as us.

### **1. General**

- i. Terms and conditions are subject to change.
- ii. Notification of changes will be via log on to your account in the Family Portal.
- iii. Smoking is not permitted on Perfect Streamlines All Seasons Swim School property.
- iv. Parents/guardians of students must remain at the centre at all times for all children in our Learn to Swim program.
- v. We encourage people not to wear jewellery.
- vi. Swim caps must be worn by all students participating in lessons (with the exception of water babies)
- vii. Perfect Streamlines All Seasons Swim School shall not be held liable for any loss, damage, theft or injury suffered or occasioned by persons or their personal belongings as a consequence of entry onto the property.
- viii. Acceptance of enrolment into a class by Perfect Streamlines All Seasons Swim School is an acceptance of the terms and conditions by the participants and their parent/guardian.
- ix. Perfect Streamlines All Seasons Swim School reserves the right to alter class times due to changing circumstances.
- x. Perfect Streamlines All Seasons Swim School reserves the right to refuse any enrolment without reason.
- xi. All children under the age of 3 years, or all children over 3 years that are not fully toilet trained, must be double layered in an approved disposable swimmers nappy and a "happy nappy" which is fitted around the waist and the legs. Happy Nappies are available for purchase at the reception. This policy is mandatory and ensures that our pool water quality remains at the high standard our customers are used to.
- xii. If you do not comply with condition 1(xi) than I may be liable for any business loss costs that we experience in the event of a "code brown".
- xiii. Band-aids are not permitted in the pool.
- xiv. Chewing gum is not permitted in the facility.

## 2. Payment

- i. Classes operate on a term basis.
- ii. All families are required to enter into a direct debit agreement - you can still pay your fees upfront as per usual if you prefer and you will not be debited.
- iii. Fees are paid by the term and are due in full by the Friday before the first week of each term unless other arrangements have been made with management via a direct debit agreement.
- iv. Payments can be made by cash, direct debit or through your family account in the App or the portal using your Family ID. Please see your statement or the parent portal for these details.
- v. Failure to pay your fees by the due date (without a direct debit agreement in place) will result in your enrolment being cancelled.
- vi. A \$10 late fee will be applied to your account each time you are required to be contacted about non- payment.

## 3. Enrolment fee\*

- i. A once off \$30 per child, non-refundable amount is required to secure placement at Perfect Streamlines All Seasons Swim School.
- ii. Your enrolment fee is added to your first invoice and covers - a 10–15-minute individual assessment (if required) to make sure that your child is placed in a class suitable to their abilities, needs, personality and confidence level; enrolment in a permanent class; ongoing assessments if required; and priority on our wait lists.

*\*Please note that fee is separate to the fees that are charged by term*

## 4. Makeup Lesson Policy

- i. Makeup lessons are available but not guaranteed as they are subject to availability.
- ii. A maximum of two (2) makeup lessons per term will only be given in the event of illness where we are notified of the absence via the Family Portal **at least four (4) hours prior to start of lessons for that day** where possible. Please note that notification cannot take place by any other method (ie email, SMS, Facebook Messenger)
- iii. Term fees must still be paid for non attended lessons.
- iv. You must follow up using the Request A Makeup form available on the Parent Portal.
- v. Makeup lesson are a substitute class that will take place at a different time to your weekly class.
- vi. A makeup is only offered once we have been notified of their cancellation and a position has been found to allow the substitute class to take place.
- vii. A makeup lesson cannot be cancelled or rescheduled after the booking has been made, in doing so the lesson will be forfeited.
- viii. Customers must be enrolled into our program and be financial to book a makeup lesson.
- ix. If you leave the program all makeup lessons owing will be forfeited. No exceptions will be accepted.
- x. Make Up lessons do not carry over from term to term.

## **5. Absence due to unexpected serious medical condition/illness or broken limb**

- i. If your child has an unexpected or unplanned medical condition/illness, such as a broken limb or unexpected surgery, Perfect Streamlines All Seasons Swim School Pty Ltd will credit the balance of missed lessons to the holiday program or the next term only.
- ii. No cash refunds are available.
- iii. A valid medical certificate is required to be supplied to receive the credits.

## **6. Re-enrolment**

- i. There is no re-enrolment. Once your position is secured it's yours unless we are notified in writing otherwise, or we are unable to continue to offer you the lesson spot due to qualified teacher availability. We do this in good faith to you so it would be appreciated if you could show us the same respect and advise us as soon as possible if you know that your child/ren are not going to return the following term.
- ii. We will do our best to keep everything the same unless otherwise advised by you.

## **7. Cancellation**

- i. We understand that life happens, and priorities of children and families change so if you do not wish for your child to be enrolled any longer, please let us know (in writing) as soon as possible.
- ii. Notification must be in writing and emailed to – [hello@perfectstreamlinesallseasonsswim.school.com](mailto:hello@perfectstreamlinesallseasonsswim.school.com) and should include day, time, child's name date when leaving and reason for leaving.
- iii. All outstanding fees MUST be paid prior to leaving.
- iv. There are no refunds under any circumstance if you choose to cancel during a term. Depending on the situation, we may be able to transfer the fees to the next term however this is subject to management discretion.

## **8. Sick Students**

### **IF IN DOUBT, LEAVE THEM OUT!!**

- i. **Please consider your child's health as a priority.**
- ii. Students that are unwell do not learn and infect others, including our teachers which results in other children missing their lessons!!!
- iii. Students that are unwell are not permitted to participate in lessons.
- iv. Perfect Streamlines All Seasons Swim School reserves the right to remove a student if the teacher/coach believes the student is unwell.
- v. Green snot is NOT OK, Covid-19, diarrhea and/or vomiting is NOT OK, and students should not return until symptoms have been clear for 7 days.
- vi. If your child is unwell, please let us know and keep them at home - organise makeup lessons for them when they are well again

## **9. Lesson Cancellation Due to Teacher Availability**

- i. Perfect Streamlines All Seasons Swim School is committed to providing your family with consistent, quality swimming lessons as arranged each term.

- ii. Sometimes, due to illness or unexpected emergencies (or other planned personal commitments of our teachers), our lessons may have to be cancelled due to the unavailability of qualified teachers.
- iii. If this happens, you will be notified with as much notice as practically possible and your family account will be credited with a make-up in place of the lesson that was missed.  
**Please note that under no circumstances will a cash refund be granted.**
- iv. Your understanding is appreciated should this circumstance arise. Please be assured that we will do everything that we possibly can to avoid this happening, however, sometimes it is unavoidable.

## 10. Term Dates & Public Holidays

- v. Perfect Streamlines All Seasons Swim School term dates align with the NSW Public School term dates.
- vi. Perfect Streamlines All Seasons Swim School is closed on Public Holidays.
- vii. Perfect Streamlines All Seasons Swim School does not charge for Public Holidays therefore you do not have to do a make-up lesson.
- viii. Holiday programs will have specific date ranges applied to them and these will be agreed to prior to booking.

## 11. Use of Cameras

- i. We encourage you to capture your child's time at swimming lessons for posterity; however, we request that your images contain only photos of your child.
- ii. Before taking photos, please speak to the teacher in charge and obtain permission of both the teacher and the parents of other children near your class.
- iii. Please do not publish images of anyone on your social media platforms without obtaining prior permission of the individual or the parent.

## 12. Parking

- i. Parking is available in the car park at the front of the centre.
- ii. Please park in a designated parking spot.
- iii. Remember to always take caution when entering and exiting the swim school as there are always small children about.

## 13. Private Property

- i. Perfect Streamlines All Seasons Swim School is located on private property and surrounded by farmland that does not belong to the swim school.
- ii. **Access and entry to the private property surrounding the swim school is strictly prohibited and this is for your own safety.** Please remember that there could be large machinery and farm implements moving in these areas at any time.
- iii. Perfect Streamlines All Seasons Swim School is adequately fenced to ensure that you are aware of the boundaries of the facility.
- iv. Ensure that you always stay within the fenced area of the swim school and entry/exit via the dedicated and signed road.

- v. Any breaches to this policy could result in the cancellation of your enrolment.

#### **14. Swimming Caps**

**Perfect Streamlines All Seasons Swim School has a compulsory Caps on Policy for any swimmers over 2 year old.**

- i. This allows more hygienic water conditions and better swimming experience for students.
- ii. Caps allow better concentration whilst swimming because it keeps hair out of the eyes and mouth
- iii. Caps allow goggles to go on more easily and stops goggles from sliding down the head or pulling/tangling hair.
- iv. Caps keeps some water out of ears. For those prone to earaches, we recommend ear putty as well.
- v. Caps keep heads warmer in winter.
- vi. Caps keeps hair, dirt, and oils out of the pool and stops headlice spreading.

#### **15. Goggles**

- i. Goggles are a vital teaching aid at various stages of the learning process. They allow the child good vision and comfort underwater.
- ii. It is great for children to have their own when it is time to use them regularly.
- iii. Goggles are required when they begin learning freestyle but can be used earlier to allow the swimmer to get used to them.
- iv. We encourage some time without goggles in lessons to avoid dependency, however these times will be programmed into our lesson structure.
- v. Quality goggles are available for purchase from reception.

#### **16. Swimming Nappies**

**Perfect Streamlines All Seasons Swim School has a compulsory Nappies On Policy for any swimmers under the age of 3 or any swimmer that is not fully toilet trained.**

- i. All children under the age of 3 years, or all children over 3 years that are not fully toilet trained, must be double layered in an approved disposable swimmer's nappy and a "happy nappy" which is fitted around the waist and the legs.
- ii. This policy is mandatory and ensures that our pool water quality remains at the high standard our customers are used to.
- iii. Happy Nappies are available for purchase from reception.

#### **17. Privacy Policy.**

- i. We are committed to the protection of member's privacy and personal information. Your privacy is protected under the Privacy and Personal Information Protection Act 1998. Personal information may only be disclosed in accordance with the exemptions provided under the Act.
- ii. We will only use the personal details you voluntarily provide us for administration purposes related to the facility or service for which it is being completed and when we

communicate information to you regarding any of the Centre's facilities, programs, services or promotions that are deemed appropriate to your interests and needs and which may enhance your use of the Centre.

- iii. Any personal information that you voluntarily provide to Perfect Streamlines All Seasons Swim School Pty Ltd (2009 Olympic Highway, Bendick Murrell NSW 2803) will be held in an electronic database. You have the right to access and correct the information.
- iv. We will not make your personal information available to any third party.

## **18. Injury Liability**

- i. There is always a risk of injury when using the Centre's equipment, facilities and services.
- ii. Perfect Streamlines All Seasons Swim School Pty Ltd does not accept any responsibility for any such injury and members must accept that risk.
- iii. Students or their carers must disclose to the Perfect Streamlines All Seasons Swim School Pty Ltd any circumstances which may affect the safety or increase the risk or injury.
- iv. As the parent/legal guardian of my child/ren, I hereby accept all risks associated with participating in a physical fitness program with Perfect Streamlines All Seasons Swim School Pty Ltd. I release and forever discharge Perfect Streamlines All Seasons Swim School Pty Ltd, its owners, employees, or other agents from any and all responsibilities, damages or other liability resulting from or in any way related to my child's participation in any of the physical fitness components from Perfect Streamlines All Seasons Swim School Pty Ltd.
- v. I acknowledge that I am willingly choosing for child/ren to participate in any activities that may potentially result in damage to personal property, serious injury, disability, or death. I further acknowledge that there may be other risks not easily foreseeable at this time. I hereby assume full responsibility for all the known and unknown risks and waive all claims of injury to my body or property.
- vi. I acknowledge that Perfect Streamlines All Seasons Swim School Pty Ltd will offer the most effective programs known at the current time but, as individuals respond differently to the same program, cannot guarantee the safety or effectiveness of the program. Therefore, the products and services offered by Perfect Streamlines All Seasons Swim School Pty Ltd are done so without warranties or guarantees of any kind, express or implied.
- vii. I understand that a physician's approval is recommended before starting any physical fitness program and I have obtained that approval or acknowledge the risks and state that my child/ren is in good physical condition.
- viii. I acknowledge that I am 18 years of age or older and I agree to all statements. I acknowledge that I have been given the opportunity to ask questions about the contents of this document. I understand the risks and benefits and agree to discharge, release and hold harmless Perfect Streamlines All Seasons Swim School Pty Ltd, its owners, employees, or other agents from any and all liability for damage claims or losses resulting from my child/ren's participation in Perfect Streamlines All Seasons Swim School Pty Ltd swimming and fitness program.

- ix. I agree to these terms and conditions voluntarily and with full knowledge of their significance.

## **19. Medical Treatment**

- i. All students enrolled in the Perfect Streamlines All Seasons Swim School consent to receive any medical treatment that the Perfect Streamlines All Seasons Swim School Pty Ltd staff consider necessary or desirable throughout their participation in swimming lessons & other programs at Perfect Streamlines All Seasons Swim School.

## **20. Swimwear Policy**

Clothing, other than swimwear, can create problems with water clarity, pool disinfectant and our water filtration systems.

### **Approved Swimwear**

In the interest of public health and safety the following is allowed:

- i. Only recognised approved swimwear must be worn at all times in the water.
- ii. Only recognised waterproof aqua nappies, A Happy Nappy plus swimming costume for infants are to be worn in the water.
- iii. Swim waterproof nappies are required for all non-toilet trained children; they are available for sale at reception.
- iv. A loose fitting T-shirt only over approved swimwear is allowed for parents/carers during the water babies sessions.

### **Unacceptable Swimwear**

Swimmers wearing non-recognised swimwear will be required to change into recognised swimwear or will not be permitted into the pool water. Inappropriate swimwear includes and is not limited to:

- i. Denim
- ii. Cotton
- iii. Bike Pants
- iv. Leotards
- v. Female Underwear
- vi. Boxer Shorts
- vii. Sporting Wear
- viii. T-shirts, Polo's & Singlets