

# Agreed Terms & Conditions

By completing enrolment into Fitness First Swim School you expressly agree to comply with the Terms & Conditions.

Upon each and every time you enter Fitness First Swim School's premises you reaffirm your acceptance of the Terms & Conditions and all of the obligations, limitations and indemnities contained within them.

## Swim School Lesson Times

Please be aware of the class starting and ending times, and ensure these are adhered to. This assists in a smooth transition for children entering into the following class.

## Swim School Fees

All term fee payments are required to be paid upfront at time of booking. Fees payable are subject to change at any time.

## Discount Offers

Discounts may vary from club to club, and can change without notice, please contact your Swim School for more information.

## Refunds and Credits

Refunds will not be given and this includes, but is not limited to, withdrawal from the Swim School program, change of mind, missed lessons.

Requests for credits must be addressed in writing to the Swim School Manager and must also have relevant supporting documentation attached e.g. Medical Certificate.

Credits that are approved for cancellation of swim classes due to major illness, surgery or extenuating circumstances with supported documentation will be offered amicable options by the Swim School Manager.

## Swimming Assessments

The Swim School Manager or Supervisor will advise you if an assessment is required before you can register into a term or course. If an assessment is required you must complete an Enrolment Form and book an assessment time with the Swim School.

## Swim School Enrolment

All Swim School participants must complete an up to date enrolment form on their first visit, a subsequent enrolment form is required to be updated each year upon renewal into the swim program. All bookings, enrolments and enquiries are made directly with the Swim School Manager, or Supervisor. It is also requested that you inform the Swim School of any changes to your personal details.

## Enrolment & Booking Process

Our Swim School would like you to familiarise yourself with our re-enrolment process, below you will find information for re-enrolling. Our booking & enrolment system is broken into the following weekly schedule throughout the swim term. The system we have in place means our swim program can be managed more efficiently & effectively and we are therefore able to provide a better service and help you secure the best possible day and time for your child's swimming lesson.

## Advance booking/enrolment is required

Classes are not rolled over or reserved for the following term. To guarantee your lesson day & time, a booking must be confirmed and payment made in the preceding term, as per the following payment & booking schedule.

### ► Week 7 – 8

- Class rolls open for day or time changes in bookings, renewal discount offered (if applicable) to existing Swim School Families for full payment.
- New Bookings taken, full payment required at time of booking.

### ► Weeks 9 – 10

- Class rolls open for renewals, new bookings & changes in bookings, full payment required at time of booking.

Any inquiries surrounding this booking schedule please contact the Swim School Manager

## In The Event Of Illness

If your child is not in good health, they will not be admitted into Swim School classes. We have strict rules applying to this, as staff and children are in a confined space. The Public Health Act (1992) requires that Parents/Guardians provide details of their children's current immunisation status. Where a child is not vaccinated against a contagious condition they will be asked not to attend Swim School if there is an outbreak of that condition.

If your child has any of the following, you must not bring them to the facility. Please keep your children at home if he/she is suffering from:

- A heavy cold (green mucus is a good indication)
- Vomiting in the previous 24 hours
- Diarrhoea in the previous 24 hours
- Any infectious disease
- A high temperature

Fitness First reserves the right to refuse entry to any child. If a child becomes ill whilst in Swim School our staff will attend to the needs of the child on a one on one basis until the parent or guardian returns.

## Supervision

Parents and guardians are expected to take full responsibility for their children upon entry to Fitness First and whilst participating in our Swim School program.

Fitness First does not take responsibility for the supervision of children outside of their allocated swimming lesson. Swim School families are required to maintain appropriate behaviour whilst within Fitness First

## Make Up Lesson Policy

Based on our experience we find that make up lessons can potentially disrupt established classes and can also confuse some children due to unfamiliar faces and surroundings. Swim School cannot always guarantee a make-up lesson due to our set class numbers, and throughout peak swim periods providing make up classes may be highly impossible.

## Make up lessons will only be issued for medical reasons under the following guidelines:

- Swim School Office has received 24 hours' notice prior to the lessons commencement.
- Student has not exceeded their maximum of two makeup lessons per term.
- Any notice less than 24 hours will only be accepted with current and relevant medical documentation, covering **all** missed lessons.
- Medical certificate must be produced within 7 days of the original class time
- Make up lessons will only be taken within the enrolled term where lessons were missed and only where there is a position vacant. We cannot guarantee times will be available to suit your needs.

## Note:

- Make up lessons will not be issued for other sporting events, social events, holidays or work commitments
- If you miss you scheduled make up lesson it will be forfeited
- We are not able to accommodate make up lessons in the first three weeks of each term

## Private Lessons

All private lessons are booked and paid through Swim School office. Any cancellation of these lessons with less than 24 hours' notice will result in monies paid being forfeited. If more than 24 hours' notice has been given, a make-up class will be provided where possible on a suitable day for you and the teacher.

## Teacher Changes

Teacher changes may occur during the swim term with little to no notice. Maintaining teacher consistency at our Swim School's is one of our highest priorities.

## Holiday Bookings

Full payment is required at time of booking all Holiday Programs.

## Family Swim Time

Selected Swim Schools offer family swim times to enrolled children to practise outside of their swimming classes.

Family swim time is in allocated time only; a sign in register is located at Reception. For safety reasons, you must sign in for family swim time and present your current swim school All Fitness First and Swim School members will be charged an additional fee for any children using the pool that are not currently enrolled with our Swim School.

During family swim time, a parent or guardian should actively supervise their children at all times following the below guidelines

- For children under 5 years of age a parent or guardian must be in the pool
- For Children 5 to 8 years of age a parent or guardian must be in arms reach
- For Children 8 to 14 years of age a parent or guardian must provide constant active supervision

Any pool equipment used during this time must be put away after use. Please see Swim School Manager or Reception for more information regarding family swim time.

## Conditions of Pool Entry

- Swimming caps must be worn by all swimmers above 3 years old in the pool at all times.
- Swim School participants are only permitted in the water during their lesson time.
- All children that are not toilet trained are required to wear aqua nappies at all times when in the pool.
- All children that are toilet trained must use the toilet before entering the pool.
- We aim to keep the pool temperature as consistent as possible, however it will fluctuate with air temperature and seasonal change.
- Swimmers with open wounds will not be permitted in the water.
- The pool depth varies from club to club. Diving is not permitted unless under instruction from the Swim School.
- The pool deck is very slippery when wet. No running around the pool area as it may result in injury.
- No food and glass bottles are permitted in pool area.
- Please keep clear of Aqua Aerobics area whilst a class is in progress.

## Behaviour Management

Our aim is to maintain control and safety within our classes. Our staff will ensure that they convey the dangers of the aquatic environment to the children in a respectful and positive manner with clear guidelines; here they will learn that there are consequences of inappropriate behaviour. This may include reinforcing clear guidelines, sitting child out of the lesson for short time, or requesting parent to collect their child.

Please note: If a child becomes disruptive, difficult or poses a safety issue in the swimming lesson, our staff will take steps to ensure that this is dealt with appropriately which may include asking the parent or guardian to collect the child from the swimming lesson.

## Photographs & Video Recording

For child protection and safety no photographs or video recording are permitted to be used at any time in Fitness First. Cameras aren't permitted in club without written authorisation.

## Feedback

Parents/Guardians who have concerns or feedback regarding Swim School should approach the Swim School Manager. Minor concerns will be dealt with immediately. Complaints that are of greater concern need to be addressed to the Club Manager.

**For more details on the Fitness First Swim School contact the Swim School Manager at your club.**

**Fitness First reserves the right to request you to leave the pool and facilities if the terms and conditions are not adhered too. By completing and signing Swim School enrolment form you have read and understand the terms and conditions.**

**Thank you for choosing Fitness First Swim School as your choice in swimming!**