

Terms and Conditions of use

To ensure that every participant receives the maximum benefit from the programs and services at the Centre, please take the time to read through the following Learn to Swim Terms & Conditions, relevant to the Peninsula Swimming & Aquatic Centre Swim program.

General Conditions

All participants must abide by general terms and conditions of the Swim School Program. Management reserves the right to refuse entry, suspend or cancel a membership without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry. Every effort will be made to adhere to the timetable but Peninsula Swimming & Aquatic Centre P/L reserves the right to change and alter classes as necessary.

Payment of Fees

All term payments must be made in full by the second week of the term, unless the direct debit option has been chosen. Failure to make payment by the 2 week of term will result with you child/ren being removed from the class.

Direct Debit

1. Your Direct Debit will be deducted from your nominated Bank account or Credit Card Account on Thursdays every fortnight
2. You may need to pay 'Over the Counter' for classes that will not be covered by your Direct Debit for the 1st few weeks of term (pro-rata).
3. Ensure that your Direct Debit Request is fully completed and handed to our Administration Staff prior to the commencement of the next deduction.
4. Ensure that you read the Direct Debit Request Service Agreement and understand your responsibility and those of Peninsula Swimming & Aquatic Centre.
5. Ensure that you notify our Administration Staff in writing of any Account changes prior to the next fortnightly deduction.
6. Direct Debits will continue until we have been advised, in writing, of your intention to stop making payments. Email is acceptable.
7. A \$10.00 processing fee will be charged for all rejected payments.

Certificates and Progress

Certificates of participation and achievement will be issued by the student's teacher upon completion of a level. Students will progress through the levels of the program as they attain the skills and confidence. The rate at which each student progresses will be assessed on an individual basis.

Reception and Access

All students must sign in at reception every time they attend the centre. Swim School members are to advise of any changes in address, phone numbers or email address. Swim School members are to understand that the facilities are available to the general public and not exclusively to the members.

Make Up Lessons

Swim School members must contact centre reception, notifying non-attendance. The following Make-Up rules will apply:

Notice to the swim school, either by phone or email on or prior to the day of the lesson.

- Make-up lessons can only be given when notice of cancellation is given to the swim school prior to the session's commencement.
- Each child is entitled to 2 make-up classes per term.
- No make-ups shall be given if contact is made after or during the missed lesson.
- Make ups must be made up during the term or the following school holidays.
- We cannot guarantee the same teacher as your normal lesson teacher and make-up times depend on availability and space in classes.
- Once a make-up is arranged, changes cannot be made. If your make-up is missed, the make-up is then forfeited.
- Make-ups cannot be used for credits for your next swimming block.

Failure to notify swim school for non attendance for 2 or more consecutive lessons will result in students will be removed from their class.

Cancellations

Customers must provide IN WRITING their intention to cancel classes and give a minimum of 2 WEEKS NOTICE. Classes will cease at the nominated cancellation date.

Direct Debit Customers: Notice must be 2 WEEKS PRIOR to the NEXT DIRECT DEBIT DATE.

No Refund Policy

Upon payment of your fees Peninsula Swimming & Aquatic Centre has a NO REFUND policy. Management will show discretion in extenuating circumstances.

Assessments

Assessments are ongoing as children develop at their own pace. Please contact the Swim School Coordinator regarding any queries or feedback as required.

Supervision

Parents are not permitted to leave children under the age of 12 unaccompanied at any time while they are in the Centre, including during a Learn to Swim class. Children must be accompanied by a guardian 16 years or over at all times.

Health Issues

Appropriate clean and suitable swimming attire is required for entry to the pool. We request that children up to the age of 24 months or those who are not yet toilet trained to wear bathers with elastic waist and leg bands or 'aqua nappies'. Disposable or cloth nappies are not permitted.