



Terms and Conditions

Effective 9 July 2018

- The under 5's pre-school rule still applies before and after lessons. Children under 5 years must have an adult in the water, who must be actively supervising and be 16 years of age or older.
- The fee is based on a 10 week term or holiday block programme and is non-refundable.
- **Check in is required at reception prior to the start of each lesson.**
- **Please ensure children have been to the toilet before the lesson starts.**
- **Children who are not toilet trained are required to wear correctly fitting swimming nappies at all times.**
- It is recommended that children do not eat 30 minutes prior to their lesson starting.
- We **highly recommend** and encourage our students to wear caps and goggles in order to get the full benefit of each lesson.
- The wearing of caps is **compulsory** for all Junior Sharks and Shark Squad students. An initial cap fee will be added to the cost of your first Junior Sharks and Shark Squad fees.
- If your child misses a lesson through illness we will credit your account, on receipt of a Doctor's certificate. This is limited to one credit per child per term.
- Management reserves the right to combine, expand or cancel classes should numbers warrant such action. Those affected will be informed as soon as possible.
- **Payment for all Leaping Frogs Swim School lessons and Shark Squad sessions will now be due by the end of the third week of each term and the third day for block holiday lessons. Any amount outstanding after this date will incur a late payment penalty fee of 10%.**
- **Children will be able to enrol for further lessons but will not be allowed to take part until all outstanding fees have been paid.**
- **Exclusion from lessons does not attract a reduction in costs. The full fee will still have to be paid.**

- **There will be a 10% cancellation fee if a child is withdrawn within seven days of lessons starting. Cancellation fee is calculated on the full course cost.**

PRIVATE LESSONS

Students enrolled in private lessons will be automatically enrolled for the next scheduled term, on the same day and the same time as their current course.

If these lessons are not required the Aquatics Swim Co-ordinator must be informed in writing within seven days prior to the start of the next course. Otherwise a cancellation fee will apply, the cancellation fee is calculated on the full course cost.

Any changes to the private lessons must be in writing to the Aquatics Swim School Co-ordinator. It is not to be arranged through swim instructors.

SHARK SQUAD

Students enrolled in Shark Squads will be automatically enrolled for the next scheduled term, on the same day and time as their current course.

If you no longer want your child/ren enrolled in the following scheduled term, please inform the Aquatics Swim School Co-ordinator in writing within seven days prior to the start of the next schedule course. Otherwise a cancellation fee will apply, the cancellation fee is calculated on the full course cost.

PAYMENT INFORMATION

Payment can be made by eftpos, cash or cheque at the Gore Multisports Complex reception. Online payment option information is included in confirmation letters.