

## Swim School Program Terms and Conditions

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All participants must abide by the terms and conditions of the St Mary's Swim School Program. Whilst on St Mary's school grounds please follow all instructions from school staff, whether this be regarding parking, for an emergency or when entering or leaving the grounds.

### What To Bring:

- Bathers, footwear, drink bottle and towel.
- Goggles and swimming caps are ideal for every swimmer.
- Sunscreen is recommended.
- The St Mary's Swim School does have flippers available for use for the higher swimming levels. If you prefer you can bring your own flippers.
- Please bring appropriate warm clothing for after the lesson.
- Medication for medical conditions such as asthma, should be brought to each lesson with your child.

### Supervision of Children:

- Children under the age of 12 are not permitted to enter the pool area without a parent/guardian.
- Regardless of their skill level, no child is completely safe around water and must be supervised at all times.
- Please note that St Mary's swim instructors are not responsible for your child/children before or after their lesson. Your child does not enter the pool until instructed by their swim instructor.
- Children and parents are not permitted to use the 8-lane swimming pool for recreational swimming.
- The diving pool is also out of bounds unless your child's swim instructor has incorporated this into their lesson. The small shallow pool can be used by children waiting for siblings to finish their lesson. A parent / guardian must be present at the shallow pool to supervise their child/children.
- Please be close by at the end of your child's/children's lesson to collect them on time.
- Please take your child/children to the toilet before their lessons.

### Enrolment:

- Your child/children will be assessed by their swim instructor at the beginning of lessons to ensure that they are in an appropriate level. This will be a practical assessment in the pool.
- Please inform the St Mary's Swim School, prior to an enrolment or an assessment, if your child/children have any special needs including but not limited to behavioural, medical or learning, so we can cater to these needs.
- Health and Safety Policies:
- Your child must not attend swimming if they are unwell or suspected to be unwell until your family doctor has provided medical clearance.

### **Payment and Cancellation of Fees**

- The term program is a ten-week swimming lesson block. St Mary's Swim School requires that payment be made prior to the commencement of the lessons.
- The holiday program is a nine or ten day swimming lesson block. St Mary's Swim School requires that payment be made prior to the commencement of the lessons.
- Payment is by card only. Please fill out the credit card details on the bottom of the enrolment form.
- A full refund will be given to any cancellations made a minimum of two weeks prior to the start of the term.
- If cancelling within seven days of the beginning of the term, we will offer a 70% refund.
- If cancelling after the term has begun, but before Week 4, then a 20% administration fee will be charged before a refund is given for the remainder.
- No refunds will be given after the completion of Week 4 lessons.

### **Make-Up Policy**

- Two make-up lessons will be allowed to each swimmer each term if a valid reason is provided.
- Make-up lessons can only be offered if there is availability and can be conducted on any day.
- We cannot guarantee that times will be available to suit your needs or with the same instructor.
- Make-up lessons cannot be carried over to the following swim program.
- Allowances for make-up sessions or refunds for anything more than two weeks in a row can be given only upon the provision of a medical certificate.
- Please understand that your child's swim instructor is there to teach your child even if your child does not attend.

### **Progress Feedback:**

- If you have any concerns about your child's/children's progress, behaviour or emotional state, our Swim School Supervisor will be available to discuss these with you, whilst your child is swimming.
- At the completion of the swimming program, your child's instructor will provide an opportunity for parents to discuss your child's progress after their lesson. The instructor will only have a short period of time with each parent, so please be mindful of the other swimming families waiting in your child's class.

### **St Mary's Swim School Instructors:**

- All St Mary's Swim School Instructors are fully qualified as Austswim Teachers of Swimming and Water Safety, and they hold a current Working with Children Card and CPR or First Aid Certificate.
- St Mary's Swim School Swim Instructors may change from program to program depending on availability.

### **Camera and Mobile Phone Use:**

- The use of cameras and mobile phones in change rooms or toilets is strictly prohibited.
- To ensure that privacy is maintained, if you wish to take photos or video of the child/children in your care, please speak to the Swim School Supervisor first.

### **Right of Admission:**

- St Mary's Swim School reserves the right to refuse admission to any person or to suspend or cancel any enrolment without refund or request any person to leave the premises due to inappropriate behaviour.
- Reasons for cancellation or suspension may include failure to comply with St Mary's Swim School terms and conditions or any reason St Mary's Swim **School deems appropriate.**

**St Mary's is a smoke-free zone.**