

FAIRFIELD CITY LEISURE CENTRES SWIM ACADEMY CONDITIONS (as of July 2016)

FORM 'B'

LEARN TO SWIM (LTS) PROGRAM CONDITIONS

- 1.a. Each participant is required to make full payment at time of enrolment. Program cost includes entry for the PARTICIPANT and TWO SPECTATORS ONLY. A spectator fee is payable for any additional spectator five (5) years and over. Spectators wishing to swim must pay an additional fee.
- 1.b. Each Learn To Swim (LTS) participant enrolling into private (one-on-one) lessons is required to make payment for five (5) lessons prior to commencement of term and balance to be paid by the end of week five (5).
2. Classes are not held on Public Holidays.
3. Enrolment fee for children four (4) years and under includes pool admission for one parent or guardian aged 16 years or older. Parents/guardians of Learn to Swim children (5) years and over must pay the appropriate fee to enter the water.
4. Other Learn to Swim students, four (4) years and under, wishing to swim before or after lessons, must wear a wrist-band obtained from reception and be accompanied (within arms' length) in the water with a person aged 16 years or older at all times.
5. ALL Children nine (9) years or under MUST be accompanied by a person 16 years or older before, during and directly after their lesson. This also applies to children not enrolled into swimming lessons.
6. Participants missing a term of lessons or more will be considered a 'new' enrolment should they wish to enrol in the future.
7. To obtain credit for any lessons not attended during swimming term, a medical certificate and an *Application for Credit* form must be produced within four (4) weeks of completion of the swimming term in which the lesson was not attended – failure to do so will result in no credit being issued. Note; If a credit is issued, that credit must be used within 12 months of the date it was issued.
8. To obtain a CREDIT for lessons not attended during the HOLIDAY PROGRAM, a medical certificate and "Application for credit" form must be produced within four (4) weeks of completion of the holiday program in which the lesson was not attended – failure to do so will result in no credit being issued. Note; If a credit is issued that credit must be used within 12 months of the date it was issued.
9. To obtain a REFUND, for lessons not attended during the SWIMMING TERM / HOLIDAY PROGRAM, a medical certificate, original receipt, and "Application for refund" form must be produced within four (4) weeks of completion of the swimming term / holiday program in which the lesson was not attended – failure to do so will result in no refund being issued.
10. 'Make-up' classes are not available.
11. Progression cards are only valid for the term or holiday program immediately after the progression card is issued - unless evidence of continued swimming lessons can be provided.
12. A private health fund letter can only be requested for programs attended within 12 months of program completion.
13. Instructors and class times may change due to unforeseen circumstances.
14. Classes will be combined when numbers are insufficient i.e. less than three (3) participants per class. Class sizes are subject to change without prior notice.
15. Please discuss all issues relating to participants progress with the instructor after the lesson, not during the lesson.

ISSUING AND USE OF CARDS RELATING TO LEARN TO SWIM/SQUAD LESSONS

1. One (1) card (that includes participant's entry and entry for two (2) spectators) will be issued with EVERY FIRST-TIME ENROLMENT ONLY. Therefore, DO NOT DISCARD YOUR CARD AT THE END OF THE TERM. A replacement fee will be incurred for lost/damaged/destroyed cards.
2. LTS cards are only valid for entry to the pool area directly before a swimming lesson. The appropriate fee is payable at all other times for entry in to the pool area.
3. Cards are valid for the term/holiday program enrolled into ONLY. If you intend on re-enrolling for the next term, you will need to have the SAME card(s) revalidated at the time of enrolment. YOUR CARD IS REQUIRED AT TIME OF RE-ENROLMENT.
4. Participants must bring their card with them on each visit to the Centre. Within any program, if a participant is found to be in breach of this condition, the following will occur:
 - 4.1 On the 1st occurrence, a verbal warning will be given and a note placed on file.
 - 4.2 On the 2nd occurrence, a final verbal warning will be given and a note will be placed on file.
 - 4.3 On the 3rd occurrence and any subsequent occurrences (within the same program), the participant is to pay the applicable pool entry fee and further sanctions may apply.
5. Each card entitles 1x participant and 2x spectators entry per lesson. Each time you scan your card, a visit will be registered against your card (be careful not to scan your card more than three (3) times per visit). Your card will only allow access to pool up to two hours prior to your swimming lesson.

SQUAD PROGRAM CONDITIONS

1. Each participant is required to make full payment at time of enrolment. Program cost includes entry for the PARTICIPANT and TWO SPECTATORS ONLY. A spectator fee is payable for any additional spectator five (5) years and over. Spectators wishing to swim must pay an additional fee.
2. All swimmers wishing to enroll with Swim Academy Squad must attend a squad tryout before attending any training sessions. Participants missing two months or more of squad training are required to re-trial.
3. Each participant must attend the minimum number of sessions relevant to the level in which they are enrolled.
4. Squad places will not be reserved or guaranteed for currently enrolled squad members. Enrolments commence from the first day of the preceding month.
5. To obtain one (1) ENTIRE WEEK of CREDITS per monthly enrolment for any sessions not attended during a month, a medical certificate and an *Application for Credit* form must be produced within four (4) weeks of completion of the month in which the sessions were not attended – failure to do so will result in no credit being issued. Note; If a credit is issued, that credit must be used within 12 months of the date it was issued.
6. The timetable will be adjusted during school holiday periods. Adjusted session times will be on your receipt. To obtain a CREDIT for sessions not attended during the holiday program, an "Application for credit" form must be produced within four (4) weeks of completion of the month in which the sessions were not attended – failure to do so will result in no credit being issued. Note; If a credit is issued that credit must be used within 12 months of the date it was issued.
7. To obtain a REFUND, for sessions not attended during the monthly enrolment, a medical certificate, original receipt, and "Application for refund" form must be produced within four (4) weeks of completion of the month in which the sessions were not attended – failure to do so will result in no refund being issued.
8. Sessions will be combined when numbers are insufficient i.e. less than 10 participants per session. Session sizes are subject to change without prior notice.
9. Please discuss all issues relating to participant's progress with the coach AFTER training sessions.
10. Sessions are not held on Public Holidays. All sessions that fall on a Public Holiday will NOT be credited.
11. Squad training may be cancelled due to inclement weather conditions.
12. Coaches may change due to unforeseen circumstances. The Aquatic Services Planner will do the utmost to have consistency in replacement of coaches.
13. Each squad level has a respective age limit.