

FAIRFIELD CITY LEISURE CENTRES SWIM ACADEMY CONDITIONS (as of January 2024) 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 are eligible to make payment for five (5) lessons prior to commencement of term and balance to be paid by the end of week five (5) if they wish.
2. Classes are not held on Public Holidays.
3. Enrolment fee for children five (5) years and under includes pool admission for one parent or guardian aged 16 years or older. Parents/guardians of Learn to Swim children six (6) years and over must pay the appropriate fee to enter the water.
4. Other Learn to Swim students, five (5) 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. Children 6 - 15 years, entering the pool area must be supervised by a person sixteen (16) years of age or older at all times. 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. A maximum of two (2) credits per Term may be claimed for lesson absences due to medical reasons only. An Application for Credit form must be completed at the Centre, with an accompanying medical certificate, within four (4) weeks of completion of the term in which the lesson was not attended. If a credit is issued, that credit must be used within 12 months of the date it was issued.
8. A maximum of two (2) credits per Holiday Program may be claimed for lesson absences due to medical reasons only. An Application for Credit form must be completed at the Centre, with an accompanying medical certificate, within four (4) weeks of completion of the term in which the lesson was not attended. If a credit is issued, that credit must be used within 12 months of the date it was issued.
9. Refunds are generally not issued. In exceptional circumstances, an application in writing to Swim Academy is required, and approval or disapproval for a refund will be based on management's absolute discretion. All requests for a refund must be made within four (4) weeks of completion of the term in which the lessons were not attended. If a refund is granted, an administration fee equal to 25% of the value of the remaining lessons will be deducted from the calculated refund.
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.
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 six (6) 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. Squad swimmers of ALL ages are permitted to attend supervised sessions without parental/guardian supervision. If squad swimmers 12 years or under wish to swim directly before or after training, they MUST be closely supervised by a person 16 years or older.
4. Each participant must attend the minimum number of sessions relevant to the level in which they are enrolled.
5. Squad places will not be reserved or guaranteed for currently enrolled squad members. Enrolments commence from the first day of the preceding month.
6. 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.
7. 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.
8. 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.
9. 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.
10. Please discuss all issues relating to participant's progress with the coach AFTER training sessions.
11. Sessions are not held on Public Holidays. All sessions that fall on a Public Holiday will NOT be credited.
12. Squad training may be cancelled due to unforeseen weather conditions.
13. Coaches may change due to unforeseen circumstances. The Aquatic Services Planner will do the utmost to have consistency in replacement of coaches.
14. Each squad level has a respective age limit.