

John Carew Swim School Terms and Conditions of Enrolment

1. New Enrolments

An enrolment form is to be completed including a signature to acknowledge and accept the below mentioned terms and conditions. All new enrolments are only accepted with a completed and signed enrolment form. Places are only secured once payment has been received. Any new enrolment during the block seeking to secure a delayed start date more than one week in advance of the current booking week will be required to pay for the instalments from the current booking date up to their specified future commencement date.

2. Re enrolling for the next block

Currently enrolled students are offered first preference to roll over their booking into the following block. We provided with a fee schedule, usually three weeks prior to the end of the current block that will indicate the new block dates and fees. To confirm re-enrolment, payment must be received no later than one week before the end of the current block. If payment has not been received by this time, the position will be deemed vacant and offered to other applicants who are interested in securing the position. If you do not wish to re-enrol, we kindly ask that you notify the office.

3. Non Transferable

Any credits issued or to a family due to situations such as prolonged illness or injury are only transferable to siblings.

4. Request for lesson changes

Following the re-enrolment process a week is set aside to process requests for change. While every effort is made to accommodate requests for change, it is dependent on the availability of vacancies and no guarantee can be given to accommodate requests.

5. Fees & Payment method

A block schedule is usually provided three weeks before the end of the current block offer two types of enrolment payments. The two payments options:

- Pre-paid Block payment (prepayment of full block)
- Instalment option (Payment split into 3 instalments)

Pre-paid block and instalment payments are accepted until the last day of the current block. After the last day of the current block all payments for the new block must be made by the Instalment option. Payment may be made by the following methods:

- Cash, credit card (Bankcard, Visa, MasterCard), EFTPOS.
- Phone payments can be made via credit card by calling the office on 3878 6388 during business hours.
- Due to some clients changing lesson days after paying block invoices, there are often small discrepancies shown on the new blocks bill. These discrepancies are the difference in lesson costs. (For example, if you had originally paid for a Friday session consisting of 9 lessons in a block and you moved to a Wednesday session where there were 10 lessons.)

6. Failed Payments

If the bank rejects a transaction an alternative payment must be made. Failed payments remain due and payable. Any costs incurred in the processing of your fees will be passed on to you. An administrative fee of \$20.00 may also apply.

7. Family Discounts

10% discount applies to all families with three or more children enrolled in the same block.

8. Cancellations

Cancellation of enrolments before the commencement of the block will receive a refund less an administration fee of \$25.00.

9. Refunds

All fees are non-refundable once the block has commenced unless we agree extenuating circumstance are applicable. In the event of a major illness or injury then a credit can be provided to a family for use at a later stage. This requires a medical certificate (this certificate must state the dates of unattended lessons). Credits will not be issued for any person other than the enrolled student stated on the medical certificate. Any refund approved will be calculated from the date the request is made. The deemed lessons used will be charged at the instalment rate and an administration fee of \$50 will be deducted from all refunds.

10. Notification of absenteeism

If you are unable to attend a lesson and notify the swim school before the starting time of the class you may be entitled to a make-up lesson. If no notification is received before the start of the lesson then no make-up lesson is available. Providing early notification of absenteeism will allow a greater opportunity for others including you to utilise the make-up service. Any missed class cannot be transferred or credited to the next block.

11. Make-up Lessons

Pre-paid Block students are eligible for a maximum of three (3) make-up classes per block.

Instalment paying students are eligible for one (1) make-up per fully paid instalment. This allows maximum of 3 make-ups per block.

The following make-up conditions apply:

- Notification of absenteeism must be received by us before the starting time of the lesson to be eligible for a make-up lesson
- Once booked, a make-up class cannot be rescheduled and if missed is deemed to have been used
- All make-ups must be completed within the current block, that is make-ups or missed lessons cannot be credited to the next block
- Any unused make-up lesson(s) expire at the end of the block
- Make-up lessons are subjected to availability – please note there is no guarantee a suitable make-up time will be available
- Make-up lessons are not transferable to other family members

13. Public Holidays/School Holidays

Classes do not run on public holidays and do not form part of your account.

14 Swimming Attire

All students who are not fully toilet trained must wear correct aqua nappies whilst in the pool. All students (Except babies) must wear a swim cap. It is recommended that all students (Except babies) wear goggles.

15. Teachers & Time Changes

The swim school reserves the right to cancel or change classes and instructors or move students if the need arises. Although we strive to maintain a consistency with instructors this is not always possible.

16 Parental Supervision

It is the condition of entry that all children must be accompanied by a parent or guardian whilst at the centre. Children will not be accepted into lessons if a parent or guardian is absent. Children must be collected by the parent or guardian over the age of sixteen (16) at the conclusion of every lesson.

17 Photographic & Video Images

Photographs or video footage is not allowed to be taken of a child or children whilst they are in the centre. Parents and relatives wishing to take images of their child/ren during the class must get consent of all other parents or guardians whose children are in the same class.

Any photographic or video footage taken by John Carew Swim School staff is used strictly in house for training purposes only.

18. Privacy Statement

Any personal information collected by John Carew Swim School is used for operational purposes to provide and improve on the aquatic services we can provide to our customers. Information such as medical details is required for safety reasons and to assist the individual's needs and abilities of our students. The information is only used for the abovementioned reasons and in accordance with the Information Privacy Act.