

Terms & Conditions

Swim School

- 1. ENROLMENTS:** Payment is required at the time of booking. Upfront Payments can be made via phone and or in person at the Swim School office. Members wishing to enrol via Direct debit will need to complete a EziDebit Direct debit form at the Swim School office. Direct debit forms may be available via email request.
- 2. RE-ENROLMENTS:** Re-enrolment is automatic for Direct Debit members and the nominated account will be debited on the first lesson day of each term, Direct debit members will be required to submit an up to date contact and payment details as required. Members who have not paid in full 14 days after the initial debit date will not be guaranteed their preferred position in the program. Please note you are still required to pay the outstanding fees on your account. Upfront members will have a 2 week reenrolment period (week 7 and 8 of term) of which they will need to book and pay to secure there same position for the following term.
- 2. FEES & CHARGES:** The Willoughby Leisure Centre will undergo CPI fee increase at the beginning of each financial year subject to council approval. All members will be given notice of the new fees by the 1st July. Direct Debit member's fees will automatically increase to reflect the new price.
- 3. DEPARTURE:** Your account will continue to be debited until a departure form has been completed and signed with a minimum of 30 days' notice prior to the beginning of the next term. Forms are available on our website and completed forms can be emailed to us. If sending your departure form via email, an email confirmation will be provided. If a confirmation email has not been received by you within 24 hours of you sending the departure form, please assume we have not received it and it will not be processed. Departure forms must be received by the Swim School Office team (in person during office opening hours or via swimschool@willoughbyleisure.com.au).
- 4. REFUNDS/CREDITS:** Credits will only be given in extreme circumstances i.e. a major incident/illness, hospitalisation or broken limbs requiring an absence from the Learn to Swim program for a minimum period of three consecutive weeks. The Swim School needs to be notified within 7 days of any changes in student's circumstances. In the event of relocation more than 25kms away from the Centre, a refund may be granted at management discretion by providing valid proof of relocation, for example a signed lease or utility bill. Refunds/Credits will not be granted for any other reason including absences due to holidays, religious/cultural reasons, general illness, or for absences less than three weeks (*Make-up lessons are offered as an alternative subject to the Make-up lesson policy Terms and Conditions*). Credits are valid for a period of 12 months from date of issue.
- 5. CHANGE OF DETAILS:** It is the Member's responsibility to keep Willoughby Leisure Centre informed of any change of contact details, bank account or credit card details. If any amount payable for the enrolment is not paid on the due date, participation in the program will be suspended until such time as the payments are up to date. An administration fee will apply for each returned payment. Please contact the Swim School office to arrange changing your details.
- 6. EZYPAY:** EziDebit is our Direct Debit provider and as they a third party your agreement with Willoughby Leisure Swim School overrides the terms and conditions of their agreement. Please refer to EziDebit terms and conditions on the direct debit authorisation form for further information.
- 7. MAKE UP CLASSES:** Should your child be sick or absent from their class, we are happy to offer a make-up lesson. Each Swim School member will be allowed 2 make up lessons per term. With absences more than 2 Lessons a medical certificate will need to be provided. If your child is sick with vomiting or diarrhoea, please ensure they remain at home. It is important that sick children do not come to the pool for 2 weeks especially after diarrhoea. As per NSW Ministry of Health guidelines. Please call the Swim School Office to let the staff know if your child/children are unwell or absent and we can organise a make-up class for you. Make up lessons will only be available under the following circumstances:
 - Make up lessons can only be offered if we have availability
 - You have notified us of your absence prior to your lesson commencing
 - Make ups are only valid for the current term
 - Swimmers are not guaranteed a make-up with their normal teacher
 - Make up lessons can only be booked 2 days in advance
 - Make up lessons cannot be cancelled or transferred, swimmers cannot make up a make-up.Please notify us if you wish to attend your cancelled class as your spot may no longer be available to you, and it may be used by other persons wishing to use it as a make up lesson.
- 8. CHANGING CLASS DAY, TIMES & LEVELS:** Any request to change class day, time or level is subject to availability. Fees will not be refunded should your preferred day, time or level not be available.
- 9. CLASS CONSOLIDATION/VARIATIONS:** The Willoughby Leisure Centre reserves the right to consolidate classes, alter timetables, event schedules and change teachers to suit seasonal and usage requirements as necessary. If any changes to your current booking have been made you will be notified by phone or email.
- 10. CLOTHING/ATTIRE:** Swimming caps are compulsory for all Members in our pre-school, school age, mini-squad and adult program. The Centre also encourages goggles to be worn as they aid comfort and confidence in the water. Appropriate swimwear must be worn by both adults and children for swimming classes. Children who normally wear a nappy are required to wear an aqua nappy under their swim attire which is well fitted around their leg's while in the water. We encourage rash shirts/t-shirts to be worn by all parents/guardians in our infant aquatic program.
- 11. DUTY OF CARE:** There is always a risk of injury when using the Centre's equipment, facilities and services. The Centre does not accept any responsibility for any such injury and Members must accept that risk. Members must disclose to the Centre any circumstances which may affect the safety or increase the risk of injury. All Members' under the age of 10 years must be accompanied by a responsible person over the age of 16 years and Willoughby Leisure reserves the right to refuse entry to any person, including Members. The Swimming Instructor's duty of care begins when your child is placed in their class and ceases at the end of their class. Whilst we understand that children are exuberant and often very excited about swimming classes, we ask that they stay within arm's reach whilst moving around the Centre, that you do not allow them to run around during their visit and that you collect them on time at the conclusion of their class.
- 12. PRIVACY POLICY:** Willoughby Leisure Swim School is bound by the Privacy Act. For details of Willoughby Leisure Swim School's Privacy Policy, please see Swim School Office
- 13. CODE OF CONDUCT:** A high standard of behaviour is expected from Members at all times. Members are required to support and encourage the Willoughby Leisure Swim School behaviour management policy. All Willoughby Leisure Centre staff reserve the right to refuse admittance to the lesson if the participant does not comply.
- 14. IN THE EVENT OF AN EMERGENCY:** If the Centre was to be subject to an emergency evacuation, please do not panic but take directions offered by the designated Warden. It is important when moving around the Centre during an emergency that you do not run. Please listen and follow the instructions that are given by the trained staff. Your child will remain in the care of the Swimming Instructor whilst moving to the assembly area, we ask that you meet their class at the assembly area and please do not take your child without the permission of the Warden, as they may result in putting a staff member or emergency services in danger while they look for your child.
- 15. UNFORSEEN POOL CLOSURE:** In the event of an unforeseen incident which could affect the health and safety of our Members we reserve the right to close the pool. In this circumstance our Members will be compensated with make-up classes. All make up classes must be used within the current term; transfer into the following term will only be considered if the current term is ending.
- 16. PHOTOGRAPHY:** Digital camera, video cameras and mobile phone cameras are not permitted in Willoughby Leisure Centre. If you wish to take photos of your child's class, please seek permission of the Swim School Office or On Deck Supervisor before doing so.