

Ringwood Aquatic Centre Swim School Terms and Conditions

1. Enrolment and Re-enrolment Policy

- Enrolment in Ringwood Aquatic Centre's Swim School program is undertaken by the Swim School Coordinators.
- Contact details including name, address and telephone number will be required as part of the enrolment process. An Enrolment Form must be completed and signed. It is requested that if any contact information changes, that the Swim School be notified immediately.
- A Medical Information form needs to be completed before the enrolment can be finalised. Only medical information relating to the participants ability to undertake swimming lesson activities needs to be forwarded to the swim school. The medical information will only be used by the Swim School Coordinator and the participant's instructor. It is requested that if any medical information changes, that the Swim School be notified immediately.
- Enrolments made during the term must be secured by a payment.
- Re-enrolment takes place mid term. An invoice for the following term will be mailed out. Participants are automatically re-enrolled into the following term for the same day and time unless the Swim School is otherwise notified. The Swim School will be in contact should they believe the participant needs to be moved to another class (for example; moving up a level).

2. Payment Policy

- Full term payment is due by the date shown on the invoice.
- Payments may be made by cash, cheque, money order, EFTPOS, Master Card or Visa Card. Please read the invoice carefully for the prescribed payment options.
- To confirm the following term's enrolment, payment of that term must be made by the due date shown on the invoice.
- The Swim School must be contacted prior to the due date if a change to the lesson day or time needs to be made. **It is important to note that if payment has not been received or the Swim School has not been contacted by the due date on the invoice, your place in the program may be lost.**
- Ringwood Aquatic Centre accepts only term payments in full, arrangements can be made through the Swim School to make part payments. Please note that acceptance of part payments is made on a case-by-case basis.

3. Missed Class Policy

- The Swim School requires notification of all absences. Notification can be made in person, by phone (9298 4524) or by e-mail (swim.school@maroondah.vic.gov.au)
- Each student is entitled to a maximum of 2 make up lessons per term under the following conditions:-
 - Make up lessons are subject to availability.
 - There will be an opportunity to take a make up lesson in the first week of the school holidays following the term.
 - Make up lessons are not transferable to other terms or participants. Make up lessons for a cancellation in the last 2 weeks of term however will be available in the next term
 - All make up lessons must be arranged through the Swim School Coordinators.
 - The make up lesson will most likely be with a different instructor.
 - Every effort will be made to secure a suitable make up lesson at a convenient day and time for you. Where this is not possible, your family will be entitled to a family pass (valid for 6 months) to the Ringwood Aquatic Centre.
 - If you unable to attend the make up lesson that has been arranged – the make up lesson will be forfeited.
 - Each participant is entitled to 2 make up lessons per term.

4. Refund Policy

- All requests for refunds must be made in writing to the Swim School Coordinator. Please see the Ringwood Aquatic Centre Swim School Co-ordinator for a form to fill out if you have difficulty in preparing a written request.
- Lessons are not refundable except under special circumstances (eg: illness, moving out of area).
- All requests for refunds will be considered on a case-by-case basis.
- Refunds may be subject to a \$20 administration fee.
- Lessons cancelled by Ringwood Aquatic Centre will be fully refunded and deducted from the next terms fees.

5. Swimming Instructor Policy

- Although every effort is made to ensure a high consistency of instructors, circumstances beyond the Swim School's control sometimes prevent this. Eg, staff illness, change in university timetable etc. We will make every effort to inform you of any changes.
- All swimming instructors at Ringwood Aquatic Centre are 'AUSTSWIM' qualified – recognised as the premier teacher of swimming qualification.

6. General

- Swim School participants will be issued with a bar coded attendance card. This card needs to be shown to the receptionist when attending swimming lessons. Replacement of lost cards will incur a fee of \$5.50.
- Ringwood Aquatic Centre reserves the right to cancel, change classes and/or instructors or move students when and if the need arises.

Please speak to either Julie or Jenny in the Swim School if you require further information. They can be contacted on 9298 4524 or swim.school@maroondah.vic.gov.au