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| **PROGRAM TERMS AND CONDITIONS****1. Enrolment Policy** * Enrolment in our programs are taken in person at Aquanation or Aquahub or through the Maroondah Leisure website.
* At the time of enrolment, a membership form must be completed and signed.
* Swimming lessons have a $25 joining fee per student.
* Gymnastics has a $45 annual registration fee per student which covers registration with Gymnastics Victoria and insurance which is paid at the time of enrolment.
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| **2. Payment/Refund Policy** * Payments are made fortnightly via direct debit from a nominated bank account (BSB & account number) or credit card (Mastercard or Visa only – no American Express).
* All payment enquiries are to be sent through to a Member Care Consultant, membercare@maroondah.vic.gov.au
* Lessons are non-refundable
* Refunds or credits will not be offered for any missed lessons.
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| **3. Suspension Policy** * Your membership entitles you to four (4) weeks suspension per calendar year, including public holidays. This means when you suspend on a public holiday, it will count as one (1) week suspension.
* A program suspension request form must be submitted a minimum of three (3) business days prior to a direct debit date to be processed for the next debiting period.
* All medical suspensions require a medical certificate within seven (7) days of your suspended class. You can suspend for a maximum of six (6) weeks for a medical suspension. Suspensions for medical reasons will not be processed without a medical certificate.
* If you choose to suspend your membership your access to the facilities will also be suspended.
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| **4. Cancellation Policy** * A cancellation form needs to be completed. Once submitted, you will receive one further direct debit payment.
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| **5. Teacher Policy** * Although every effort is made to ensure a high consistency of teachers/coaches, circumstances beyond Maroondah Leisure’s control sometimes prevent this. E.g., staff illness, change in university timetable, etc. We will make every effort to inform you of any changes.
* All teachers/coaches at Maroondah Leisure hold current qualifications recognised by the peak industry body.
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| **6. General** * Maroondah Leisure reserves the right to cancel, change classes, move students and/or change teachers at any time.
* Program participants will be issued with a membership card. This card must be scanned at the gates or customer service when attending the facility.
* Replacement of lost cards will incur a fee of $10.00
* Aquanation and Aquahub are Child Safe Centres
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| **7. Supervision of children during aquatic programs - *Watch Around Water*** * During the lesson children will be under the direct supervision of their teacher but the child must also be supervised by a responsible parent/guardian sixteen (16) years or older at all times
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| * **Children under five (5)** – A responsible parent/guardian sixteen (16) years or older must in the water and actively supervising and remain within arm’s reach of the child at all times while in the facility. Children under 5 must wear pink bands whenever they are within the facility, including the duration of their lesson.
* **Children five (5) - nine (9) years old** – must be actively supervised by a responsible parent/guardian at all times. Children between the ages of 5-9 years old must wear yellow bands whenever they are within the facility, including the duration of their lesson.
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| **8. Please confer with “The Blue Book” as a guide to whether your child should attend programs** <http://ideas.health.vic.gov.au/bluebook.asp>  |
| **9. Access and Entitlement** * Program members are entitled to unlimited access to Aquahub and Aquanation aquatic facilities only and Croydon Memorial Pool.
* As part of your membership you can express interest in our Holiday Intensive Swimming Programs, which run for 1 week every school holidays. Spots may be limited and are not guaranteed.
* One accompanying parent or guardian swim entry is included when accompanying the program member.

**10. Important information upon arrival - Social distancing, safety, and hygiene** * If you’re feeling unwell, please do not attend the venue, session or class.
* Seek medical advice and stay home if you have a cough, fever or flu like symptoms.
* Adhere to assigned entry and exit points and class/session times.
* All patrons are required to check-in prior to their session, and to ensure all visitor details have been recorded in compliance with DHHS requirements (in the event of contact tracing).
* Wash or sanitise your hands frequently.
* Additional cleaning processes have been introduced and cleaning frequency increased. Special attention will be taken to disinfect all high-touch surfaces.
* All capacity restrictions and hygiene processes used with the gymnastics program are based on the guidelines from Gymnastics Victoria.

Any participant breaching the policy, guidelines and the Maroondah Leisure Code of Conduct will be asked to leave these sessions or classes. [See the Code of Conduct here.](https://maroondahleisure.com.au/conduct/) |