

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/client portal.
- At the time of enrolment, a membership form must be completed and signed.
- Swimming and Ninja lessons have a joining fee per student which must be paid at the time of enrolment.
- Gymnastics has an annual registration fee per student, the first of which must be paid at the time of enrolment.
- A pro rata payment is required to cover your first lesson/s. This must be paid at the time of enrolment, otherwise this will be charged in your first direct debit.

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).
- Ongoing fortnightly direct debits will be deducted from your account. The only time payments will stop is if you freeze the membership or if you cancel your membership.
- Payments will continue through program break periods due to membership benefits still applying, unless you freeze your membership.
- 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.

3. Invoicing Policy for Gymnastics and Ninja Program Membership

- Self-Managed (personally managed) plans require payment in advance, and reimbursement can be sought from your funding provider.
- Provider funded plans if approved, a letter or email should be sent to aquahub.programs@maroondah.vic.gov.au authorising the classes. Maroondah leisure is unable to proceed without written approval.
- If payment is not received from the designated funding provider, you must settle all outstanding funds.

4. Freeze Policy

- Program students are entitled to eight (8) weeks freeze per calendar year for any reason, including public holidays with no medical certificate required.
- Programs are not conducted on public holidays.
- When you freeze, it is for the full week and not just the lesson day.
- Your freeze limit will not reset if you cancel your membership and return in the same calendar year.
- If you exceed the 8-week limit due to extended injury or illness, you may produce a valid medical certificate (provided by a medical doctor that is registered with the Australian Health Practitioner Regulation Agency (AHPRA)) specifying the membership freeze periods to avail of freezes with no charge. These requests are subject to approval by Maroondah City Council.
- Additional freezes may be available over the program break period in December & January.
- Parents/guardians must be present at all times during lessons for children under the age of 10 years old.
- Maroondah City Council may change class times, teachers, and/or levels at its absolute discretion.
- Retrospective freezes will not be accepted (extenuating circumstances may be considered)
- Does not grant access to additional programs/clubs.

5. Cancellation Policy

- Members who wish to cancel their membership must complete and submit a cancellation request by emailing memberships@maroondah.vic.gov.au. Once the cancellation request is submitted, members will incur one further direct debit payment. Freezing of membership will not be accepted during this period.

6. 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.
- All teachers/coaches at Maroondah Leisure hold current qualifications recognised by the peak industry body.

7. General

- Maroondah Leisure reserves the right to cancel, change lessons, 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
- Programs continue throughout the school holidays unless otherwise communicated to members. There is a break period over Christmas and New Year each year.

8. 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
- **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 five (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 five (5)-nine (9) years old must wear yellow bands whenever they are within the facility, including the duration of their lesson.

9. Supervision of children during Gymnastics and Ninja programs

- Children under ten (10) must be accompanied, and actively supervised by a parent/guardian sixteen (16) years or older in the stadium at all times.

10. Please confer with “The Blue Book” as a guide to whether your child should attend programs

<http://ideas.health.vic.gov.au/bluebook.asp>

11. Holiday Intensive Swimming Program (HISP)

- HISP runs for one (1) week every school holidays. Program members can book in via the Maroondah Leisure website/client portal once the enrolment period opens. Payment must be made at the time of booking.
- Refunds will not be provided for missed lessons or change of mind. A credit will only be applied due to a student's Maroondah Leisure account if they miss the program due to medical reasons and a copy of their medical certificate is provided.
- Places are limited and not guaranteed.

12. Access and Entitlement

- Program members are entitled to unlimited access to Aquahub and Aquanation aquatic facilities only, and Croydon Memorial Pool.
- One accompanying parent or guardian swim entry is included when accompanying the program member (student).

13. Important Reminders

- Please scan each child's membership card at the gates before attending your lesson. This is an important step to ensure accurate attendance records.
- Children under ten (10) years old must be accompanied, and actively supervised by a parent/guardian sixteen (16) years or older in the facility at all times. This means that the parent/guardian is on pool deck during swimming lessons and in the stadium during gymnastics and ninja lessons.
- Swimming, gymnastics and ninja lessons continue throughout the school holidays in conjunction with HISP, unless otherwise communicated to members. If you do not wish to access the facility during this time, please ensure you freeze your membership via the client portal.
- 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.
- Avoid swimming if you have had diarrhea in the past two (2) weeks.
- Adhere to assigned entry and exit points and class/session times.

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.](#)