



# SWIM TERMS AND CONDITIONS

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ALL CUSTOMERS PLEASE READ CAREFULLY BEFORE BOOKING IN, SIGN AND DATE WHEN BOOKING IN.

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1. Fees must be paid in full for the term when booking. Class allocations cannot be put on hold. Classes must be re booked to confirm class for consecutive terms if re booking is not confirmed current booking is automatically deleted, and you may lose your class.
2. Payment is charged from the first available class of the term. You cannot pay part fees, especially if you know you are going away.
3. **THERE ARE NO REFUNDS ON BOOKED CLASSES ONCE YOU HAVE COMMENCED YOUR FIRST LESSON. AFTER THAT DATE CREDITS WILL BE GIVEN SEE CONDITION 6**
4. To be eligible for a makeup lesson you must ring minimum 24hrs in advance and notify us that you will be absent. Make ups will be given where available but are not guaranteed. Makeup lessons must be taken within the same term.
5. Make ups not given for: tired that day, forgot to come, if coach is away and child does not like a particular coach.
6. For extended period of absence i.e. (broken limbs, ear infection) classes will not be held, but credit will be given for remaining classes if you choose to take your child out. This does not include holidays. Doctor certificate required.
7. Make ups cannot be used as credit, are non transferable, not refundable if missed; therefore if you miss your make up class you automatically forfeit it.
8. All children are to check in at the office and collect a token.
9. Parents must stay for duration of swim lesson.
10. For their own safety, it is important that children do not enter the pool before or after their scheduled swimming class. This also reduces the distractions to children in other lessons
11. Hygiene of pool. All children under 3 years of age are to wear water nappies. All children must wear a swimming cap.
12. **LANE AND TEACHER CHANGES** - We endeavour to provide you with the most consistent experience as possible, however there are occasions when lane and teacher changes are required. Please be advised that we cannot guarantee instructors from term to term. Please note refunds will not be given as a result of lane or teacher changes.
13. Parents must allow teachers to reasonably supervise their children during all lessons and should not approach children or teachers during lessons. A suitable time should be arranged with the coordinator should a parent need to discuss any issues or concerns.

Parents/ Legal Guardian Name: \_\_\_\_\_

Child/ Children Names: \_\_\_\_\_

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: Home: \_\_\_\_\_ Mobile: \_\_\_\_\_ Work: \_\_\_\_\_

Email: \_\_\_\_\_

Please Sign: \_\_\_\_\_ Date: \_\_\_\_\_

**Thank you for choosing to swim at Taren Point Swim School**