

TERMS AND CONDITIONS

1. New Enrolments

Lessons run on a term-by-term basis in line with the Victorian school year. You enrol and pay for a full term of lessons (unless you enrol part way into the term and it is pro-rata accordingly). Enrolments are secured once full payment has been received. Making payment means that you acknowledge and accept the terms and conditions below.

2. Re-Enrolling for the Next Term

To confirm your enrolment, your payment must be received by the due date. If payment has not been received by this time, your position will be deemed vacant and offered to other applicants who are interested in securing the position. Students who are re-enrolling remain in their class unless they are moving up a level or you wish to change the day or time.

You will receive an invoice via email four weeks prior to the end of the current term that will indicate the term dates, lesson times, and fees. If you do not wish to enrol we kindly ask that you notify the office ASAP.

3. Request for Lesson Changes

You can change day/time at any stage throughout the term. Whilst every effort is made to accommodate requests for change, it is dependent on the availability of vacancies, and no guarantee can be given to accommodate requests.

4. Fees and Payment Method

Term fees are payable in full by one week prior to the end of the previous term for existing clients, and upon enrolment into the term for new clients. Of the total term fee, \$48 per student per class acts as non-refundable deposit. Payment may be made by the following methods:

- > All pools accept cash, internet transfer, online via invoice.
- > Credit card and EFTPOS are accepted at the Moorabbin pool.
- > It is imperative when paying by internet transfer that you quote "Surname + Invoice No." so that we can reconcile all payments.

5. Failed Payments

If the bank rejects a transaction, an alternative payment must be made. Failed payments remain due and payable. Any costs incurred in the processing of your fees will be passed on to you. An administration fee of \$25 will apply.

6. Enrolment Withdrawals

An enrolment withdrawal can be requested at any stage. You will receive a refund for the remaining lessons less the \$48 non-refundable deposit per student per class plus an \$18 administration fee.

7. Enrolment Cancellations

If two consecutive classes are missed, and there has been no communication from the family, the swim school reserves the right to cancel your enrolment. You will not be entitled to a refund.

8. Absences/Missed Lessons

All absences must be notified of via the Customer Portal (contact hello@aquastarswim.com.au if you are not registered).

Group Lessons:

- > Swimmers are entitled to a maximum of two make-up lessons per term, upon giving 6 hours notice of absence prior to the class.
- > No make-up lessons are given for lessons missed without 6 hours notification of absence prior to the class.
- > Make-up lessons cannot be transferred to the Holiday Intensive Program or siblings, or carried over to the following term.

**Please refer to our detailed Make-Up Lesson Policy for more information.*

Private and Adult Lessons:

- > Swimmers are permitted a maximum of two lesson credits (50% of the lesson fee) per term, upon giving 24 hours notice of absence prior to the class.
- > No lesson credits are given for lessons missed without giving 24 hours notice of absence prior to the class.

8. Extended Illness/Medical Certificates

- > For extended illness or injury, please contact Aquastar Accounts via email accounts@aquastarswim.com.au (with a medical certificate) when the illness or injury occurs, to discuss your options for the remainder of the term. These circumstances are evaluated on an individual basis.
- > Backdated medical certificates, without prior knowledge to the swim school, will not be accepted.
- > Presenting a medical certificate for lessons missed, without giving 6 hours notice of absence prior to the class, will not result in extra make-up lessons.
- > Presenting a medical certificate will not result in a refund unless you wish to apply for an enrolment withdrawal (please refer to item 6).
- > Credits or refunds will not be issued for absences due to COVID isolation. Swimmers are able to apply for a make-up lesson in line with the Make-Up Lesson Policy.

10. Public Holidays and School Holidays

Classes do not run on public holidays or term school holidays, and do not form part of your account. A Holiday Intensive Program may be run during school holidays, which can be enrolled into separately.

11. Teacher and Time Changes

The swim school reserves the right to change instructors or move students if the need arises. Although we strive to maintain consistency with instructors, this is not always possible.

12. Swimming Attire

All students who are not fully toilet trained must wear correct aqua nappies whilst in the pool. All students (except for those in the parent child class) are required to wear a swim cap. It is recommended that all students (except babies) wear goggles. Please refrain from dressing your child in board shorts, rash vests, or bikinis.

13. Parental Supervision

All children enrolled in our Learn to Swim program must be accompanied by a parent or guardian older than 16 years while at the swim school centre. They must also be collected by a parent or guardian at the end of each lesson and cannot be left unattended at the pool side. No child may enter the water until a teacher is present.

14. Photographic and Video Images

Photographs or video footage are not allowed to be taken of a child or children whilst they are in the centre. Parents and relatives/friends wishing to take images of their child/ren during class must obtain consent from all other parents or guardians whose children are in the same class and the swim school office. Any photographic or video footage taken by staff is used strictly in-house for training purposes only. Parental permission will be obtained for any photographs to be used in the newsletter, marketing material, or on the website.

15. Miscellaneous

- > Students and parents are not permitted in the pool before or after class.
- > Toys on the pool deck are for class use only.
- > Please refrain your children from disturbing lessons that are in session.
- > Children aged 7+ are not permitted in the opposite sex change room.
- > All unclaimed lost property will be donated to charity at the conclusion of each term.

17. Privacy Statement

The personal information collected by Aquastar Swim Schools is used for swim school use only. Information such as medical details is required to assist in accommodating individual needs and abilities.

Updated: 31 January 2024