

LEARN TO SWIM TERMS AND CONDITIONS

1. Enrolment and Re-Enrolment Policy

- Enrolments in our Programs are undertaken in person at Aquanation.
- An Enrolment Form must be completed and signed

2. Payment Policy

- Payments are made fortnightly via direct debit- from a bank account (BSB & Account number) or Credit Card (Mastercard or Visa only – no American Express).
- A Direct Debit Request form must be completed and signed for bank account deductions.

3. Suspension Policy

- Members will have the ability to suspend their membership for up to 4 weeks over a calendar year with the minimum suspension being 1 week.
- If your lesson falls on a public holiday and you choose to suspend this is exclusive to your 4 weeks suspension over a calendar year.
- A membership suspension form will need to be completed a minimum of 7 days prior to the suspension.
- Suspension for medical reasons requires a medical certificate. You can suspend for a maximum of 6 weeks over a calendar year for medical reasons.

4. Cancellation Policy

A cancellation form needs to be completed and one further direct debit payment is required.

5. Refund Policy

- **Lessons are not refundable**, except under exceptional circumstances (eg: illness with supporting documentation).
- All requests for refunds must be made in writing to the Aquatic Education Coordinator.
- Credit will be added to the family account for any lessons cancelled by Aquanation.
- No cash refund will be given.
- Refunds or credits will not be offered for any missed lessons.

6. Teacher/Coach Policy

- Although every effort is made to ensure a high consistency of teachers/coaches, circumstances beyond Aquanation'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 teachers/coaches at Aquanation hold current qualifications recognised by the peak industry body.

7. General

- Aquanation reserves the right to cancel, change classes and/or teachers or move students 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 \$2.50.

8. Supervision of Children during Aquatic Programs - Watch Around Water

Parents are required to provide constant and direct supervision of their children in and around water.

• During the lesson children under the age of 10 will be under the direct supervision of their teacher. The child must also be supervised by a responsible parent/guardian 16 years or older at all times while in the facility.





9. Supervision of Children - Watch Around Water

- Children under 5 must be actively supervised and remain within arm's reach of a responsible parent/guardian 16 years or older at all times while in the facility. If the child is in the water, the parent/guardian must be in the water.
- Children under 10 must be actively supervised by a responsible parent/guardian 16 years or older at all times while in the facility
- 10. Please confer with the "The Blue Book" as a guide to whether or not your child should attend programs http://ideas.health.vic.gov.au/bluebook.asp

11. Access

Direct debit members are entitled to unlimited access to Aquanation aquatic facilities excluding sauna, steam and spa. A member under 5 years of age can be accompanied by a guardian at no additional cost. Membership also allows family members to access the aquatic facilities on the members lesson day.

