

## LEARN TO SWIM PROGRAM TERMS AND CONDITIONS

<p><b>1. Enrolment Policy</b></p> <ul style="list-style-type: none"> <li>Enrolment in our program are taken via phone or in person at Aquanation.</li> <li>At the time of enrolment a membership form must be completed and signed.</li> </ul>
<p><b>2. Payment/Refund Policy</b></p> <ul style="list-style-type: none"> <li>Payments are made fortnightly via direct debit from a nominated bank account (BSB &amp; account number) or credit card (Mastercard or Visa only – no American Express).</li> <li>All payment enquiries are to be sent through to a Member Care Consultant, <a href="mailto:membercare@maroondah.vic.gov.au">membercare@maroondah.vic.gov.au</a></li> <li>Lessons are non-refundable</li> <li>Refunds or credits will not be offered for any missed lessons.</li> </ul>
<p><b>3. Suspension Policy</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>If you choose to suspend your membership your access to the facilities will also be suspended.</li> </ul>
<p><b>4. Cancellation Policy</b></p> <ul style="list-style-type: none"> <li>A cancellation form needs to be completed. Once submitted, you will receive one further direct debit payment.</li> </ul>
<p><b>5. Teacher Policy</b></p> <ul style="list-style-type: none"> <li>All teachers at Aquanation hold current qualifications such as Cardiopulmonary Resuscitation (CPR), Working with Children Check (WWCC) and Teacher of Swimming and Water Safety recognised by AUSTSWIM.</li> </ul>
<p><b>6. General</b></p> <ul style="list-style-type: none"> <li>Aquanation reserves the right to cancel, change classes, move students and/or change teachers at any time.</li> <li>Program participants will be issued with a membership card. This card must be scanned at the gates or customer service when attending the facility.</li> <li>Replacement of lost cards will incur a fee of \$2.50</li> <li>Aquanation is a Child Safe Centre</li> </ul>
<p><b>7. Supervision of children during aquatic programs - <i>Watch Around Water</i></b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>
<p><b>8. Supervision of Children – <i>Watch Around Water</i></b></p> <ul style="list-style-type: none"> <li><b>Children under five (5)</b> – 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.</li> <li><b>Children between the ages five (5) and ten (10)</b> – must be actively supervised by a responsible parent/guardian at all times.</li> </ul>
<p><b>9. Please confer with “The Blue Book” as a guide to whether your child should attend programs</b>  <a href="http://ideas.health.vic.gov.au/bluebook.asp">http://ideas.health.vic.gov.au/bluebook.asp</a></p>
<p><b>10. Access and Entitlement</b></p> <ul style="list-style-type: none"> <li>Learn to Swim members are entitled to unlimited access to Aquanation aquatic facilities only and Croydon Memorial Pool.</li> <li>As a part of your membership you are also entitled to four (4) weeks per year of our Holiday Intensive Swimming Program, which equates to twenty (20) additional lessons.</li> <li>One accompanying parent or guardian swim entry is included when accompanying the Learn to Swim member.</li> </ul>