

LEARN TO SWIM TERMS AND CONDITIONS

<p>1. Enrolment and Re-enrolment Policy</p> <ul style="list-style-type: none"> Enrolments in our Programs are undertaken <u>in person</u> at Aquanation or via phone. An Enrolment Form must be completed and signed.
<p>2. Payment Policy</p> <ul style="list-style-type: none"> 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.
<p>3. Suspension Policy</p> <ul style="list-style-type: none"> 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. A membership suspension form will need to be completed a minimum of 3 business days prior to the suspension. Suspension for medical reasons requires a medical certificate within 7 days of your suspended class. You can suspend for a maximum of 6 weeks per medical suspension. Suspensions for medical reasons will not be processed without a medical certificate. Your suspension limit will remain regardless of any cancellations and re-enrolment within the same calendar year.
<p>4. Cancellation Policy</p> <ul style="list-style-type: none"> A cancellation form needs to be completed and one further direct debit payment is required.
<p>5. Refund Policy</p> <ul style="list-style-type: none"> 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.
<p>6. Teacher/Coach Policy</p> <ul style="list-style-type: none"> 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.
<p>7. General</p> <ul style="list-style-type: none"> 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.
<p>8. Supervision of Children during Aquatic Programs - <i>Watch Around Water</i> Parents are required to provide constant and direct supervision of their children in and around water.</p> <ul style="list-style-type: none"> 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.
<p>9. Supervision of Children – <i>Watch Around Water</i></p> <ul style="list-style-type: none"> 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
<p>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</p>
<p>11. Access Direct debit members are entitled to unlimited access to Aquanation aquatic facilities excluding sauna, steam and spa. Members also have access to Croydon Memorial Pool (outdoor pool in Croydon). One parent or guardian swim entry is included when accompanying the Learn to Swim member.</p>



aquanation

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