

PROGRAM TERMS AND CONDITIONS

1. Enrolment Policy

- Enrolment in our programs are taken via phone or in person at Aquahub.
- At the time of enrolment a membership form must be completed and signed.

2. Payment/Refund Policy

- Payments are made fortnightly via direct debit from a nominated bank account (BSB & account number) or credit card (Mastercard or Visa only – no American Express).
- All payment enquiries are to be sent through to a Member Care Consultant, membercare@maroondah.vic.gov.au
- Lessons are non-refundable
- Refunds or credits will not be offered for any missed lessons.

3. Suspension Policy

- 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.
- 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.
- 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.
- If you choose to suspend your membership your access to the facilities will also be suspended.

4. Cancellation Policy

- A cancellation form needs to be completed. Once submitted, you will receive one further direct debit payment.

5. Teacher Policy

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

6. General

- Aquahub reserves the right to cancel, change classes, move students and/or change teachers 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 and tags will incur a fee of \$2.50
- Aquahub is a Child Safe Centre

7. Supervision of children during aquatic programs - *Watch Around Water*

- 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
- **Children under five (5)** – A responsible parent/guardian sixteen (16) years or older must be in the water and actively supervising and remain within arm's reach of the child at all times while in the facility. Children under 5 must wear pink wristbands when swimming.
- **Children five (5) - nine (9) years old** – must be actively supervised by a responsible parent/guardian at all times. Children between the ages of 5-9 years old must wear yellow wristbands when swimming.

9. Please confer with "The Blue Book" as a guide to whether your child should attend programs

<http://ideas.health.vic.gov.au/bluebook.asp>

10. Access and Entitlement

- Program members are entitled to unlimited access to Aquahub and Aquanation aquatic facilities only and Croydon Memorial Pool.
- As a part of your membership you are also entitled to five (5) weeks per year of our Holiday Intensive Swimming Program, which equates to twenty five (25) additional lessons.
- One accompanying parent or guardian swim entry is included when accompanying the program member.