

1. General

- 1.1. Terms and conditions are subject to change. Notification of any changes will be via the noticeboard.
- 1.2. Smoking is not permitted on Sue Pryor Swimming grounds, including the carpark.
- 1.3. Sue Pryor Swimming will not be held liable for any loss, damage, theft or injury suffered or occasioned by persons or their personal belongings as a consequence of entry onto the property.
- 1.4. Acceptance of enrolment into a class by Sue Pryor Swimming is an acceptance of the terms and conditions by the participants and their parent/guardian.
- 1.5. Sue Pryor Swimming reserves the right to alter class times due to changing circumstances.
- 1.6. Sue Pryor Swimming reserves the right to refuse any enrolment without reason.
- 1.7. Approved swim nappies must be worn by infants and other participants who do not have complete bowel control.

2. Payment

- 2.1. Classes operate on a term basis.
- 2.2. Fees are charged per term and worked out based on the number of weeks in the term. Any increase in fees is notified through the noticeboard and emails.
- 2.3. Payment is required for all classes that swimmers are booked into, not the number attended.
- 2.4. All unpaid accounts will receive a late fee of \$20 after week 3 of each term.
- 2.5. Payment plans are available through discussion with the site manager.

3. Termination

- 3.1. Notice must be received at least 24 hours before the first lesson for cancellation of that term's classes.
- 3.2. If notification of cancellation is received part way through a term a cancellation fee of \$20 will apply to each child and all enrolled classes up to the date notification is received will be charged for.

4. Refunds/Credit

- 4.1. Refunds will not be issued.
- 4.2. In extenuating circumstances such as serious illness or injury lasting longer than 2 weeks, credit may be given for the following term.
- 4.3. All requests for credit must be in writing and will be at the discretion of management.
- 4.4. An administration fee of \$20 will apply to all granted account credits.

5. Public Holidays

- 5.1. Classes do not operate on public holidays.
- 5.2. If your class falls on a public holiday you are not charged for this week.

6. Missed Lessons

- 6.1. Voucher swims are available for missed lessons under the following conditions:

- a) The term account is paid in full and the pool was contacted before 9am on the day of their lesson of the child's absence.
- b) Voucher swims are available to immediate family only. Parents must accompany students in levels 5 and below into the pool.
- c) Available voucher swim times are displayed on the noticeboard. Bookings are essential.
- d) Admission to a voucher swim time is at the discretion of management.
- e) Voucher swim times can only be re-booked once and must be done before 9am on the day of the swim. Failure to attend the designated swim time will result in forfeiture.

6.2. Voucher swim times are available to purchase. A booking must be made with the office.

6.3. Missed lessons cannot be used or exchanged for financial credit or refund.

6.4. In the case of gastro, swimmers cannot use the pool if they have had diarrhoea in the last two weeks. This is to prevent a breakout of Cryptosporidium. If a medical certificate is received, stating that the swimmer does not have Cryptosporidium they may return once symptoms have stopped.

6.5. For policies regarding absence due to extended breaks (holidays or sickness) see section 7.

7. Extended breaks due to holidays

7.1. When swimmers are going to be missing lessons for an extended period of time there are 2 choices.

- a) Exit classes and then re-enrol when able to return, you run the risk of possibly losing your space in that class and having to change days or times. If you choose to cancel the class during the term see section 3.
- b) Give notice of your absence and receive voucher swims for the missed lessons. Payment for the whole term is still required. In this case the swimmers space is held in the class for the whole term.

8. Re-enrolment

8.1. At the end of each term we will ask each family if they wish to:

- a) Continue lessons as they currently are,
- b) Change days/times,
- c) Exit – exiting at the end of a term, before re-enrolment incurs no cancellation fee.

8.2. If no response is received from a family then they are assumed to be continuing in their current class and they will be invoiced for the term.

8.3. All accounts must be paid before students can be re-enrolled.

9. Transfers

9.1. Students can transfer into another class.

9.2. Students transferring must do so for a minimum of 4 weeks to reduce the negative impact of change on the students learning.