



## Learn to Swim Terms & Conditions

- **Payment Policy** – A deposit of \$34 (non-refundable) is required (per child) by week 8 of the current term to secure placement for the following term. If a deposit is not paid your child's placement will be cancelled and offered to those on the waiting list. Full term fees or remaining balances are due by week 2 of the current term.
- **Rescheduling or Missed Lessons** –
- Families are required to advise non-attendance through the Customer Portal. Please use the link below or you can download the **SimplyPortal** app from the app store.  
<https://b110541.family-portal.com.au/>
  - a. You can notify lesson absence for any reason but not less than 2hrs on the scheduled lesson day.
  - b. You have the option of 2 weeks in advance to book on the Portal for a makeup lesson. It is recommended that you check each week on the Portal if you require a makeup lesson. We cannot guarantee the availability of makeup lessons.
  - c. Management reserves the right to reschedule any make up lessons at any time.
  - d. Missed attendance of a makeup lesson cannot be rebooked and will be forfeited.
- 2. Any makeups will be forfeited if not used by end of term. Any extenuating circumstances will be taken into consideration by Management.
- 3. Missed or cancelled lessons are non-refundable.
- 4. Makeup lessons will be offered by Management for cancelled lessons due to unforeseen circumstances eg. Weather etc.
- **Late Arrivals** – Arriving later than 15 minutes to your class will cause disruption to the flow of the lesson and all students. We ask that you do not join in after this period. Make up lessons will not be provided for late arrivals.
- **Our Discipline Policy** – *Learning water safety and how to swim are important life skills.* Li'l Stingers Swim School has a three (3) warning policy. Our teachers provide a wonderful service to **all** students and their parents. Any child behaving in a continuously disruptive or inappropriate manner will be given three (3) opportunities to rectify this behaviour. After which our teacher will remove the child from the class and they will no longer take part in the lesson. Parents must appreciate that we reserve the right to take action if any student's behaviour threatens the safety of others or their opportunity to learn. *The service we provide is paid for by all parents.*
- **Public Holidays** – Lessons **are not** conducted on public holidays. Fees are adjusted prior to payment and commencement of term for those students whose lessons may be affected.
- **Cancellation Policy** – A minimum two (2) weeks' notice must be given for cancellation of attendance to further lessons. A refund, minus the two-week notification period, will be provided.
- **Photo and Video release** – Li'l Stingers reserves the right to use images or video captured during any given lesson of students and family, for use in all promotional media/marketing purposes.
- **Photography by Parents** – Parents **cannot** take photos or video without the express written consent from the parents of **all** children attending the class.
- **Changes to class times or structure** – Li'l Stingers reserves the right to change class level or time based on class numbers or operational requirements. As much notice as possible will be provided.
- **Mid-term enrolments** – Any enrolments from week 3 onwards will not be eligible for the discounted full-term rate

### **A few Li'l Handy Hints**

- **We strongly advise parents continue** their child's swimming during the winter months. Research indicates younger children regress from missing just a single term. Both the indoor & outdoor pools are heated during our winter months. Ensure you bring them a tracksuit for when they exit the pool.





- **Confirm your booking early** as this will ensure you receive your desired time and day and save you from a lengthy wait in a queue on the first lesson day.
- **Your child's ability** – Li'l Stingers teachers are fully trained in assessing children's needs and at placing them in a class that will challenge them and their development. We follow the **Austswim Guidelines**, please respect our teachers' final decision regarding class placement of your child.
- **Practice at other times** – Did you know we have a **\$2 each** entry fee (other than lesson day) for children enrolled and one attending adult in our Learn to Swim program? Siblings would be regular entry fees (*School holidays exempt*). Learning to swim requires frequency and repetition. Parents are encouraged to assist their children learn this vital life skill by attending the pool and helping their child practice the skills learnt in class.

**NB: Please note that when you arrive for your lesson, DO NOT allow your children/siblings to sit on the edge of the pool or enter the pool whilst other lessons are on. It is extremely distracting for the swimmers that are currently in the water which in turn can add an unnecessary danger for our instructors. Please be aware that you, or your child, will be asked to move from these areas.**

## Squad Terms & Conditions

### **Squad Fees:**

Squad fees are based on a monthly rate as opposed to a term fee as sessions continue through the holidays. Break schedules are generally around Easter and Christmas. All squad billing will be adjusted for these scheduled periods. **These monthly fees are due during the first week of each month.**

If a swimmer is going on holidays during the month, then the option will be to purchase casual squad entry per session or pay the monthly fee and attend where possible. For e.g., if you're planning on swimming regular sessions before or after the holiday break then the option of your monthly billing will be the most cost effective.

We ask that you notify us by email in advance, if you do not want to be billed for the full month when holidays are pending, and we will suspend your account for that month. An administration fee (\$20) will be charged once billing has been run for any adjustments after this date.

Squad sessions will be kept as consistent as possible. However, during the competition season (Oct – Apr) there may be occasions that squad will be interrupted. We will endeavor to keep this to a minimum.

In the case of extenuating circumstances (i.e. extended illness) regarding fees, please see management for terms.

- **Maturity** - As workload and squad expectations are increased, the swimmers are responsible and accountable towards their own training.
- **Public Holidays** – Sessions may be conducted on public holidays by prior arrangement with the coach.
- **Photo and Video release** – Woree Sports & Aquatic Centre reserves the right to use images or video captured during any given session of swimmers, for use in all promotional media/marketing purposes.
- **Behavior** – All swimmers must abide by pools rules while at the facility. Parents must appreciate that we reserve the right to take action if any student's behavior threatens the safety of others or their opportunity to learn.
- **Supervision** – Swimmers under the age of 14 must be supervised by an adult outside of their squad session time. Drop off and pick up to be no more than 10 minutes before or after the squad session.

I have read and fully understand and accept the Terms and Conditions of Li'l Stingers Swim School and hereby agree to abide to the terms and conditions contained within.

