

TERMS AND CONDITIONS

LEARN TO SWIM AND LEARN TO DIVE

ENROLMENT AND PAYMENT

- All lesson fees must be paid in full at the time of booking
- The enrolment is a commitment to the full term or program
- Lesson fees are not refundable
- Payment can be made by EFTPOS or credit/debit card (surcharges apply to all non-EFTPOS transactions)
- New enrolments throughout the term or program must pay for the remainder of the term or program upfront on a pro-rata basis
- Aqualink only: Lesson fees include pool entry for students only. Additional patrons who wish to swim must pay the appropriate admission fees. (Infant lessons also include entry for one adult)

SUPERVISION AND ENTRY REQUIREMENTS

- At Aqualink all children under 10 years must wear a wristband o 4 years and under must wear a pink wristband o 5 to 9 years must wear a yellow wristband
- All children under 10 years must have a guardian (16+ years old) actively supervising them at all times o During lessons, the guardian must stay at the end of the lane at Aqualink, and at Blackburn in the viewing area o Where practical please remain in visual contact with your child during the lesson
- At the start of the lesson children must wait out of the pool under supervision until the teacher is ready to commence the class
- At the end of the lesson parents must be waiting to collect their child at the end of the lane
- For infant lessons in the Warm Water Pool at Aqualink o Parents can only enter the pool at their lesson start time and must leave the pool promptly at the conclusion of their lesson o Students and parents can play before and after their lesson in the splash pad pool (subject to operational availability)
- As a condition of entry, all patrons must follow the direction of centre staff

MISSING A LESSON

- All missed lessons will be forfeited
- If the students (or their guardian) notifies Surrey Park Swimming of their absence from a lesson at least one hour prior to the lesson start time then they may qualify for a make-up token for the forfeited lesson
- Notification of an absence must be made in the iClassPro app, via email to our reception, or in person at our reception desks

TERMS AND CONDITIONS

LEARN TO SWIM AND LEARN TO DIVE

REPORTING ABSENCES

- You must lodge your absence at least 1 hour before the commencement of your scheduled class to be eligible for a token
- No absence reported = no make up token
- All absences must be reported through the customer portal. Please see us at reception if you are unsure how to report an absence
- If your absence exceeds 2 weeks due to a medical condition, you may be eligible for a financial credit, provided you:
 - a. Notify us of all your absences
 - b. Submit a doctor's certificate
 - c. Complete a credit request form, along with any supporting documentation
 - d. Please note that absences longer than 4 weeks may result in a drop in enrolment or the issuance of tokens for future absences

MAKE UP TOKENS

- You will receive a makeup token the day after your missed lesson if an absence has been recorded and your allocation of make ups for that month have not been used
- Each enrolment is eligible for 2 tokens per month if you have given us at least 1 hour's notice and you have not exhausted your token allocation.
- Make up lesson tokens will expire if unused after 90 days of the recorded absence and will not be able to be reinstated or extended. We cannot guarantee you will find a suitable class prior to the expiry of the token.
- There are no make up tokens offered for missed make up classes

MAKE UP CLASSES

- You must have a current and paid enrolment to be eligible to use your tokens. All outstanding tokens will expire upon cessation of enrolment
- We ask that all make up classes are booked through the customer portal. Remember as people have up to 1 hour before the lesson, if you don't find a suitable class when you are looking on the portal, try closer to the class start time as something may open up for you. Please see us at reception if you are unsure how to book in a makeup class or see how to videos in the news section of the customer portal
- You are able to book your makeup class up to 3 days prior to the lesson.
- All make up classes must be taken at the location of the enrolment

TERMS AND CONDITIONS

LEARN TO SWIM AND LEARN TO DIVE

AQUALINK ENTRY CARDS

- Aqualink entry is via QR-Code on the iClassPro mobile app
- A physical card is available for \$5.00
- Any families that require entry with a pram or do not have the app or a card for entry must collect an entry pass at the Surrey Park reception to enter via the Aqualink Reception desk. Please queue to enter

EVACUATION PROCEDURE

- In the event of an evacuation, please follow the following instructions:
- Pool evacuation – e.g. faecal or vomit incident
- The affected pool will need to be evacuated;
- Your class may be relocated to a different pool, if available
- If you don't wish your child to continue their lesson, you must notify the teacher
- Please follow the instructions of the lead instructor and lifeguards
- Full centre evacuation
- Teachers and their classes proceed to the evacuation point
- Lifeguards, Surrey Park Lead instructors and centre staff will direct patrons, teachers and classes where to go
- Please walk with your youngest/most nervous child's class to the evacuation point
- Once at the evacuation point, our lead instructors will perform a roll call to determine all teachers and students are present. After this is completed, please collect your child from your teacher

CANCELLATIONS

- Surrey Park Swimming does not offer refunds o Please ensure you understand the service we provide and communicate clearly any special requirements you may have prior to enrolling and paying for lessons
- Credits are offered for illnesses longer than two (2) lessons when Surrey Park Swimming are provided with a signed and dated medical certificate and where all lessons missed have prior absences reported. · Credits may also be offered at Surrey Park Swimming's sole discretion for periods of extended shutdown due to factors outside of Surrey Park Swimming's control
- Credits are not offered for any other reason; including holidays, change of mind, moving house, conflicts with other activities, etc.
- All credits issued are valid for one (1) year from the date of issue and are not refundable or transferable

TERMS AND CONDITIONS

LEARN TO SWIM AND LEARN TO DIVE

WAIVER AND RELEASE

- Whilst attending our facilities both your property and your person shall be at your own risk. You agree that Surrey Park Swimming shall not be liable, except where caused by gross negligence of Surrey Park Swimming, for any:
- loss, damage or theft of any property belonging to you or your guest (including minors)
- death, personal Injury or illness occurring to you or your guest (including minors) on Surrey Park Swimming premises
- death, personal Injury or illness occurring to you or your guest (including minors) or as a result of the use of any facilities or equipment provided by Surrey Park Swimming

PHOTOGRAPHY

- Photography, including that from mobile phones, laptops or any other image-capturing device is NOT permitted without the express permission of Centre and swim school staff
- Please note CCTV operates in all our facilities