

Terms and Conditions – It is a condition of swimming with us that you accept our terms/conditions/policies



ENROLMENT AND PAYMENT

- All lesson fees are to be paid in full at the time of booking
- Lesson fees are not refundable
- Payment can be made by cash, EFTPOS or credit card (a surcharge applies to all credit transactions) at our reception desk or via our online portal
- Re-enrolment for the following term will work as follows:
 - The third and second last week of term; current students will be booked into the same classes for the next term and families have two (2) weeks to pay to secure this place. Families can move their lesson or book in siblings if there are spaces available.
 - Families experiencing difficulty changing their lesson time during re-enrolment should email reception with their child's full name, date of birth and top 3 preferences for lesson time
 - Monday of the last week of term, all students who have not paid for their next term spot will be removed from the following term; opening a spot in the class. All booking request emails will be attended to in this week
 - First day of school holidays: Bookings open to the public for the following term
- New enrolments throughout the term will pay upfront on a pro-rata basis
- Aqualink only: Lesson fees include pool entry for students only. Any additional children or adults who wish to swim must pay the appropriate admission fees. (Infant lessons include entry for the student and one adult)

SUPERVISION REQUIREMENTS

- 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
- When practical please remain in visual contact of the child during lesson time to praise them and assist them should they need to go to the toilet
- All children between 5 and 10 years old must be actively supervised by a responsible person who is 16 years or over before, during and after the swim lesson
- All children 4 years and under must be within arm's reach of a guardian at all times. During lessons, the guardian must sit at the end of the lane on seating to watch the lesson. Please avoid standing at the edge of the pool as this can be intimidating for the students

MISSING A LESSON

- Surrey Park offers one (1) make up lessons per month when an absence is reported prior to the missed lesson
- Make up lessons can only be booked if you have an active and paid booking
- Make up lesson tokens will expire if unused after 30 days of the recorded absence and will not be able to be reinstated
- 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
- Notice of lesson absence must be provided at least 1 hour prior to your scheduled lesson via your member portal or our app to qualify for a make up lesson. No absence reported = no make up lesson.
- Planned lesson absences (e.g. overseas holidays or school events) can be submitted via the member portal or app once your booking has been confirmed and paid. You will receive a make up lesson token once the lesson you marked as absent has passed
- Make up lessons can be booked up to 3 days in advance
- Make up lessons are subject to availability and not guaranteed
- There are no make up lessons offered for missed make up lessons

CANCELLATIONS

- Surrey Park Swimming does not offer refunds for any reason
- Credits are offered for illnesses longer than 2 lessons when Surrey Park Swimming reception is provided with a dated medical certificate and all lessons missed have prior absences reported
- Any credit issued is valid for 1 year from date of issue
- Credits issued during centre closure due to the Covid-19 outbreak from the 1st of March 2020 until the 30th of June 2020 will expire 30th of June 2021
- Credits are not offered for any other reason, including family holidays, change of mind, or other commitment clashes

COVID-19 POLICY



SOCIAL DISTANCING, CLEANING, AND HYGIENE

1. Only one (1) guardian over 16 years of age can bring the student to lessons
2. When waiting to speak with reception, customers must stand on the feet stickers on the ground to ensure they are distanced 1.5m from staff and other patrons
3. Spectators must sit in the designated sitting areas
4. Change rooms may be closed if density limits are unable to be maintained, please ensure student arrive dressed in bathers / swim wear and leave in their swim wear, wrapped in a towel
5. All Guardians and students must:
 1. Sign in using the contact tracing QR code upon arrival
 2. Hand sanitise on entry
 3. Use designated entry and exits at their centre
 4. Maintain 1.5m distance from other people and staff
 5. Cough or sneeze into their elbow
 6. Stay home if they have cold or flu symptoms
6. Customers will be required to uphold all government requirements including social distancing measures and the correct fitting of face masks when walking on pool deck and in the pool hall. Students in the swimming pool will not be required to wear face masks during their lessons.

BLACKBURN SITE:

1. Students and guardians will be welcomed into the spectator area for the next lesson time slot once all customers from the previous time slot have left the centre
2. Guardians can exit the spectator area through the pool hall and toilet exit, or by exiting down the ramp.
3. When arriving Guardians walk to spectator area and find a seat. Selected seats will be available in the pool hall for level 2 and below swimmer guardians
4. Students will be let in to the pool hall by the lead instructor to walk to their lesson

AQUALINK SITE:

1. Guardians will be allowed to seat at the designated seating areas to watch the lesson.
2. Those wishing to speak to our reception desk will need to do so when entering the centre. Please speak to the lead instructor if you have a question during your lesson time.