

1. New Enrolments

All new enrolments are only accepted with a completed and signed enrolment form acknowledging and accepting the following terms and conditions. Full payment must be received to secure your place. We do not hold places or accept part payments. If an assessment is required to determine the Child's ability the Aquatic Department will contact the applicant by phone to arrange a time to conduct an assessment.

2. Re enrolling for the next term

Existing Learn to Swim Victoria (LTSV) students are automatically enrolled for the following term.

You will be issued with an invoice, usually via email three weeks prior to the end of the current term that will indicate the term dates, lesson times and fees.

STUDENT LESSONS TIMES, DAYS & LOCATION MAY CHANGE. To avoid any misunderstanding, please check these details carefully – Due to numbers within our swim school we cannot ring each parent individually. If your lesson time is unsuitable, please check online for alternatives or contact our office to discuss. To confirm your re-enrolment, your payment must be received no later than the due date on the invoice (usually one week prior to the end of term). Failure to pay on time will open your position to other clients who are interested in securing the position. If you do not wish to re-enrol, we kindly ask that you notify the office ASAP. You may choose your class times and make online payment via our website:

www.learnertoswimvic.com.au. If you miss a term; due to ongoing changes to our Terms and Conditions it will be necessary to submit a new enrolment form.

10% discount applies to all families with three or more children enrolled at Learn to Swim Victoria in the same term.

3. Fees & Payment Methods

Our preferred method of payment is via our online credit facility which can be located at:

www.learnertoswimvic.com.au

Payment may be made by the following methods:

- Cash, credit card (Visa, MasterCard), EFTPOS
- Cheques (payable to Learn to Swim Victoria).
- Phone payments can be made via credit card by calling the office on 9455 1330 during business hours. (9am – 6pm)
- Bpay (see your invoice for details). Please schedule payment via Bpay one day prior to the due date or it will not reach our account in time.

There may be small discrepancies shown on the new terms bill. These discrepancies are the difference in lesson costs. (For example, if you had originally paid for a Monday session consisting of 9 lessons in a term and you moved to a Thursday session where there were 10 lessons.)

4. Failed Payments

If the bank rejects a transaction an alternative payment must be made. Failed payments remain due and payable. Any costs incurred by LTSV in the processing of your fees will be passed on to you. An administrative fee of \$25.00 will apply.

5. Non –Transferable

Memberships and lessons are non-transferable to other people/family members and cannot be converted to other products or services.

6. CANCELLATIONS & REFUNDS

Term Programs

Before Seven Days prior to commencement of term -

This contract of membership can be voided if written notification is provided no later than seven days prior to the commencement of the LTSV term (no administration charges apply).

Within Seven Days of the commencement of term - This contract of membership can be voided if written notification is provided prior to the commencement of the LTSV term, a \$50 administration charge will apply.

Once term commences - Refunds will only be given up to the end of week six on presentation of a Medical Certificate, and incur an administration charge of \$50.00 (this certificate must state the dates of unattended lessons). Refunds are issued from the date the certificate is received at the office. Refunds will not be issued to any person other than the enrolled student stated on the medical certificate. We do not issue credits or transfer enrolments to another term.

All terms and conditions of membership are binding once the LTSV term commences.

Holiday Programs

No refunds or makeups are available for Holiday Programs

7. Termination of Swimming Lessons

Learn to Swim Victoria reserves the right to terminate swimming lessons for any child/parent who:

- Repeatedly displays inappropriate pool behaviour which causes harm and/or discomfort other customers.
- Commits an act of vandalism that causes significant damage to property
- Uses offensive or abusive language and/or attitude to swim school staff or other customers.

8. Car Parking

At Heidelberg Primary School's request no one is to park their car in front of the emergency gates that access the school.

9. LTSV Membership cards

Membership cards MUST be presented to customer service. Clients without a card may collect one from the customer service counter.

10. Public Holidays/School Holidays

Classes do not run on public holidays or term school holidays and do not form part of your account.

11. Swimming Attire

All students who are not fully toilet trained must wear correct aqua nappies whilst in the pool. All students (except babies) must wear a swim cap. It is recommended that all students (except babies) wear goggles.

12. Parental Supervision

It is the condition of entry that all children must be accompanied by a parent or guardian whilst at the centre. Children will not be accepted into lessons if a parent or guardian is absent. Children must be collected by the parent or guardian over the age of sixteen (16) at the conclusion of every lesson.

13. Photographic & Video Images

Photographs or video footage is not allowed to be taken of a child or children whilst they are in the centre. Parents and relatives wishing to take images of their child/ren during class MUST get consent of all other parents or guardians whose children are in the same class.

Any photographic or video footage taken by LTSV staff is used strictly in-house for training purposes only.

14. Teachers & Time Changes

The swim school reserves the right to cancel or change classes and instructors or move students if the need arises. Although we strive to maintain a consistency with instructors this is not always possible.

15. Privacy Statement

The personal information collected by Learn to Swim Victoria is used to provide contact information for organisations or individuals, wishing to enrol into learn to swim lessons. Information such as medical details are required to assist in accommodating the individual's needs and abilities. This information may be disclosed to other areas of Learn to Swim Victoria or third parties should Contact be necessary regarding an issue with the booking, and in accordance with the Information Privacy Act

16. MAKE-UPS

Notification of Absenteeism and Booking Make-ups for term swim classes are only possible through our online facility at www.learntoswimvic.com.au under **secure logins** – “**organise a make-up**”. It is our intention to provide the best level of service to all customers and this means ensuring customers be given the best opportunity for make-up lessons. Please **DO NOT** phone or email us regarding your absence. Late or no notification will result in no make-up lesson.

Makeup Lesson – Conditions

To be eligible for a make-up lesson you must record your absence online:

- For morning lessons (including all 1.30pm classes) prior to 8.30am;
- Afternoon classes prior to 1.30pm, on the day of your class.
- There is a **maximum of 2 make-up lessons per child per term**, subject to availability.
- It is your responsibility to arrange make-up lessons using the online facility.
- Make-up lessons cannot be transferred to the next term and are always subject to availability.
- If you book a make-up lesson and are unable to attend that lesson (for any reason), another make-up will not be offered and that make-up will be deemed to be taken.
- Make-up lessons are not offered for holiday programs.
- Make-up lessons are not transferrable to other family members or other families.
- Make-up lessons are not offered for any circumstances out of your and our control, such as bad traffic, lost car keys, inclement weather, etc.
- You will not be eligible to do a make-up class on the same day that you have been marked as absent.
- There is a 48 hour period between your online notification of absence and being able to organise an online make-up.

No exceptions will be given, even with a Doctor's Certificate.

Learn to Swim Victoria

ABN 74 005 480 973

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Physical Address: 116 Cape Street Heidelberg 3084 Telephone 03 9455 1330

Email: info@learntoswimvic.com.au Website www.learntoswimvic.com.au