



Swim School Guidelines and Policies

To ensure that every participant receives maximum benefit from the programmes, please take the time to read through the following Learn to Swim Terms & Conditions, relevant to the Hale Swim School.

TERMS AND CONDITIONS

All participants must abide by the general terms and conditions of the Hale Swim School Programme. Management reserves the right to refuse entry, suspend or cancel enrolment without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry. Every effort will be made to adhere to the time-table but Hale Swim School reserves the right to change and alter classes if necessary.

PAYMENT OF FEES

The programme is a term-based programme, therefore full payment of the lesson block or holiday block is required on the first day of the commencement of lessons. If full payment is not received by the second week of the term the Hale Swim School will remove your child from his / her timeslot and give it to another swimmer.

- All payments are made by credit card, direct debit or Eftpos, including one-off payments such as holiday intensive programs.
- Due to the recurring nature of services, customer credit card or bank account information is retained on file for ease of payment. If a customer does not want their payment details kept on file, they can have them removed by contacting Hale Swim School.
- During term enrolment rollover in Week 8 fees are raised and payments are automatically deducted via direct debit **Week 1** of the new programme or **Day 2** of the intensive programme unless cancelled (see terms under Current Enrolments).
- It is the customer's responsibility to have sufficient cleared funds available in their account to cover the payment of fees, including at term rollover. The customer may be liable for dishonour fees if their financial institution returns a debit item unpaid.
- If a customer wants to dispute a debit item, they can contact their financial institution and/or Hale Swim School. Hale Swim School will attempt to resolve the dispute within five business days. The customer will be liable for any chargeback fee if the disputed item is found to have been a valid debit.

Direct Transfer Details to the Hale Swim School bank account, are as follows:

Hale Swim School

BSB: 086 492

ACC No: 560948107

Reference: *Child's Surname* SWIM

NAB

Discounts

- Families of current Hale School students will receive 5% discount. Please tick the box that is displayed on the enrolment form to access this benefit.
- *Sibling Discount*
- Families who have more than two swimmers participating in lessons at the same time will receive a 5% discount for the third child and any subsequent children enrolled.
- ***Please note that there will be application of one type of discount per family, if it is to be applied.**

CANCELLATION AND CREDIT POLICY

Cancellations will not lead to a refund unless it is requested **7 days prior** to the commencement of the term programme or holiday programme. Refund requests will only be considered for major illnesses (contagious or infectious); hospitalisation and/or moving out of the area. Should a refund be granted, this will be calculated from the date when the swim school office is notified. All requests are to be submitted prior to the conclusion of the term programme. No refunds will be considered if the request is received after the term programme has concluded. All refunds will incur a 20% administration fee.

Credits will only be issued under the following guidelines:

Credits are only considered for swimmers who have incurred the following:

- Major illnesses – *doctor's certificate will be required*
- Hospitalisation – *doctor's certificate will be required.*
- Moving house or relocation – *proof of new address will be required.*

Credits will not be granted for any other reason. This includes absences due to going away on holidays, exams or clashes with other activities.

Credits will *only be* considered for 3 or more consecutive absences from lessons.

- **Credit** – money will be credited to you to use for future swimming lessons and will remain on your file for 12 months.

A credit form is to be completed with relevant documentation prior to the end of the currently enrolled term. Credit forms will not be back dated, any request for credit must be completed within the block missed/cancelled lessons took place otherwise the request will not be considered.

MAKE-UP POLICY

Make-up lessons are available all terms / programmes and are only offered **subject of availability**.

Please note: The paying customer has the right to the vacancies over a make- up booking.

Your instructor is there to teach your child even if you do not attend.

Make-up sessions - will only be issued under the following guidelines:

- Notification of absence must be received a minimum of 2 hours before the scheduled class commences to be eligible for a make-up lesson.
- The swimmer has not exceeded their maximum of 2 make-up lessons per term.
- Make-up lessons will only be offered within the enrolled term/ programme in which lessons were missed and only where there is a position vacant. We cannot guarantee times will be available to suit your needs or with the same instructor. They will not be carried over into the next block of lessons.
- Make-up lessons can only be booked from the second week of the term to the second last week of the term.

*If your child misses 3 or more consecutive lessons due to illness, you may apply for a part credit through the Hale Swim School office.

ENROLMENT AND RE-ENROLMENT

NEW ENROLMENTS

- For all new enrolments into the Hale Swim School, an assessment is required either in the form of a practical assessment (experienced school-aged swimmer) or a verbal assessment (swimmers under 5 years of age).

ASSESSMENTS

New Swimmers

- For new swimmers, an assessment is required for school-aged children to ensure that swimmers are placed into the correct swim school level. Contact the swim school to discuss whether an assessment is required (as assessments are only required if the swimmer has had previous swimming experience). If an assessment is required, then the swim school will outline an assessment date and time.
- Once an assessment has been completed, enrolment will be dependent on vacancies within the Swim school programme.
- If there are no vacancies available at the time of the assessment, we will place you on a waitlist for the day that you would require. We recommend that you retain the assessment form, check the website (Swim School Calendar) and/or contact the swim school for the information of the next *new* enrolment week.

CURRENT SWIMMERS

- Term Enrolments are automatically carried over at the start of **Week 7 or 8** of each term unless a customer notifies Hale Swim School that they wish to cancel. Customers receive an email reminder one week prior to rollover and a second reminder 24 hours before rollover. During this time customers must notify Hale Swim School if they do not want to continue the following term.
- Classes are not scheduled on Public Holidays and are not included in term fees.

FEEDBACK AND PROGRESS

Skills Progress via email

Swimmers and parents are provided with ongoing 'skills progress' throughout the term via email. Whenever a skill is attained by the swimmer you will receive notification that they have accomplished the skill.

Level Progress

Swimmers will be continually assessed to identify if they are eligible to progress to the next level. The Pool Deck Supervisor will liaise with the instructor and skills attainment will be communicated via email.

RE-ENROLMENT

For current swimmers, bookings need to be made to secure a placement in the following term's programme. Bookings are accepted as follows:

Same Day & Level

Each term, in Week 7 or 8 (depending on the length of term) re-enrolments for the same day and level will **open** on the day your child is swimming. All clients will receive a reminder text and / or email the morning of your child's lesson in the final assessment week. You will have that day only to re-enrol in the same day and level. Class placement in the same day and level cannot be guaranteed after this day and if we do not receive a booking then the student swim school placement will be forfeited. Re-enrolment forms will be available from the swim school office or via email.

** Please note - due to efficiency of the programme the **same time** cannot be guaranteed, but efforts will be made to meet the closest time to your request.*

Progressing to the next level by assessment

Please note that we cannot guarantee that when a swimmer progresses to a new level their new class will be on the same day or time as the previous term. Class times and days will depend upon the level. We encourage you to place a second preference of day and time to avoid disappointment of missing out on a placement.

Changing day or time

After your swimmer has been assessed, complete the re-enrolment form and submit, with your request of change of day or time. We encourage you to place a second preference of day and time to avoid disappointment of missing out on a placement.

HOLIDAY SPLASH PROGRAMME

Fast track your child's development through the daily reinforcement of swimming skills at Hale Swim School's Holiday Splash programme. Holiday Splash is held each school holiday period (except the July school holidays). Lessons are for half an hour at the same time each day.

We encourage swimmers to enrol in an 5- 10 day block of lessons at a time (depending on the holiday period).

The benefits of the intensive programme are:

- Your child will have the *same* instructor over the 5 day block
- Skills are consolidated every day
- Your child will increase their strength and stamina in the water

The Holiday Splash timetable and enrolment forms will be circulated at least 5 weeks before the programme commences. Swimmers who are swimming at the time of enrolment will be assessed mid-term so they will be placed into the correct level.

EXTRA BOOKING INFORMATION

- Please inform the swim school of any changes to Parent/Guardian or child's details so we can keep you informed of any updates to the programme.
- Customers are asked to check all details on the receipt to ensure the booking is correct.
- Please check the Hale Swim School calendar on a regular basis for re-enrolment key dates or call the Hale Swim School office during opening hours.
- If you have any issues about your swimmer's progress, the Pool Deck Supervisor will be available to speak with while your child is swimming.

HALE SWIM SCHOOL INSTRUCTORS

All Hale Swim School Swimming Instructors are fully qualified as a Teacher of Swimming and Water Safety, they hold a current Working with Children Card and CPR certificate.

Trainee Instructors are required to *complete up to 20 hours* of practical training. Hale Swim School encourages this practice so at times (mostly in the summer period) your child's class may have up to two instructors teaching the class. These instructors will be identified by a white hat.

Hale Swim School cannot guarantee instructors from term to term. Instructors are subject to availability and may change without notice.

WHAT TO BRING TO SWIMMING LESSONS.

- Bathers / Swimming costume
- Towel
- Goggles
- Swimming cap – *these will be issued at the time of assessment*
- Appropriate warm clothing and footwear for after the session

For all toddlers who are not toilet trained **Aqua Nappies** are compulsory.

Swimmers in Sharks, Swordfish and Marlin levels are encouraged to bring their own flippers to lessons each week to assist in the development of strokes. The swim school will have flippers available for use if swimmers are unable to bring their own.

HEALTH AND SAFETY POLICIES

- All children who are not toilet trained will be expected to always wear Aqua nappies in the pool.
- If you suspect that your child is unwell it is advised that you do not attend your lesson until a doctor has cleared your child of any contagious infections or illness.
- Swimming caps must be worn by all swimmers. Goggles are recommended for all swimmers.
- All children under the age of 10 must be always accompanied by an adult or guardian (over the age of 18), unless prior arrangement has been made with management.
- It is imperative that Hale Swim School is informed PRIOR to an assessment or allocation of a class if a swimmer has any special needs including but not limited to behavioural, medical, or learning, so we can cater to these needs.
- Hale Swim School and its surrounds are non-smoking areas.
- No balls, ball games, running, skating, bikes, or scooters will be permitted in the swim school pool area.

**Ensure that you read and sign the Swim Safe @ Hale Medical form*

Happy, Healthy Hints

You can assist in making your child's swimming experience a pleasant one each week by following these suggestions:

- Allow plenty of time to arrive prior to the lesson so the child is calm, not rushed.
- Ensure your child goes to the bathroom before each session.
- Ensure that your child does not eat or drink too much directly before a swimming lesson.