

# LEISUREFIT SWIM SCHOOL

## TERMS AND CONDITIONS

### 1. CONDITIONS OF PROGRAM

Upon enrolling and participating in our Swim School program, swimmers and their families accept the following terms and conditions.

#### **a. Parent Supervision**

Parents understand and will adhere to the Royal Lifesaving Society's Watch Around Water Supervision Guidelines:

- All children under the age of 11 must be supervised by an adult.
- All children under the age of 6 must be directly supervised and within arms reach of an adult in the water.
- Direct supervision means within arms reach at all times.
- Lifeguards will remove all unsupervised children from the water.
- Parents must remain poolside for the duration of their child's lesson.

If a child is left on the side of the pool while the parent is in the water with another child, the parent will be asked to leave their class to supervise this child. Note: Creche services are available for additional children of Creche age.

#### **b. Assessments**

All new and/or returning swimmers must book in for a complimentary assessment during the allocated times.

- Swimmers currently enrolled in the program do not need an assessment.
- While we acknowledge the levels completed at the Education Department, or other swim schools, all new or returning swimmers must undertake a Swim School assessment before joining our Swim School as we operate our own unique curriculum. This means that levels at another program may not necessarily align with ours.
- Swimmers returning after having more than one term off must book an assessment.
- Assessments are not required for those in the following classes – Aquababies, Adult Learn to Swim, and Support Needs.
- Assessments must be undertaken for all new swimmers 4 years and above who have had previous swimming experience. No assessment is necessary if you are new to the water.

**c. Term Based Program**

LeisureFit Swim School is a term-based program and runs in accordance with the WA Education Department term dates. Swimmers must book into each term to secure a position based on the advertised enrolment weeks.

On the completion of term, our Instructors will update the swimmer's Online Portal stating which level is recommended for the following term. Swimmer's wanting to enrol in the following term may:

- Complete their enrolment online via their Swimmer Online Portal OR
- Visit the Swim School Reception Desk during operating hours of the appropriate week for enrolments.

All swimmers will receive a confirmation email from the Swim School before the term begins with their class details.

Unfortunately, we do not offer make-up lessons as many of our classes run at capacity.

Children not yet in full time school, may only enrol in our Morning Program (Monday to Friday) or classes offered on the weekend. Limited weekday afternoon classes may be offered for this age group.

**d. Medical Conditions**

Parents are recommended to disclose any medical conditions of their children upon enrolment to allow LeisureFit Swim School to best accommodate their child within the program.

It is also advised to discuss any special requirements with their swimmer's Instructor or a Swim School Officer.

**e. Access to the Centre**

Upon the completion of a successful enrolment, the swimmer's access tag will be updated automatically, including their parent's spectator pass. Any additional parent, sibling and/or grandparent must pay a spectator fee to gain entry.

Access to the Centre with an access card may only happen up to 30 mins prior to the start of their lesson.

Access will be denied into the Centre if outstanding payments are on the swimmer's account.

**f. Certificates**

Due to the introduction of our Online Portal, certificates can be obtained via the swimmer's online portal on successfully completing a level.

**g. Payments**

- We only accept card payments. We are unable to accept AMEX.
- No payment, no enrolment.
- Places cannot be held without payment.
- Swimmers with outstanding payments from previous terms may not book into another term until the payment is settled.
- Upfront or direct debit payments are available for our term program.
- Enrolments for the School Holiday Program only accept upfront payments.

**h. Refunds**

The City of Melville LeisureFit Centre's have a no refund policy. Refunds will not be approved under any circumstance.

This includes but not limited to unused credit vouchers due to medical reasons and/or credit vouchers held on a swimmers account due to circumstances of the Centre. ie. pool closure or evacuation or due to a change in mind or travel reasons.

**i. Credit Vouchers**

Credit vouchers for the current term will only be given to those that provide a medical certificate indicating a physical impairment or mental health concern that affects the ability of the swimmer or parent to participate in lessons. Medical Certificates must be from a doctor with whom there is no close personal relationship and produced within one week of the missed lesson.

- All credit vouchers are valid for the following term only.
- Credit vouchers cannot be backdated for previous terms.
- No refunds will be given.
- Make up lessons are not available. Credit vouchers will not be given for a change of mind or for travel reasons.

**j. Free Trials**

- For Aquababies or Pre-Schoolers in our morning program (Monday to Friday) who are currently not attending full time school.
- Aquababies – for children aged 6 months to 36 months and new to our Swim School.
- Pre-Schoolers - for children aged 3 to 5 years and new to our Swim School.
- Sessions are based on availability.
- Limited to one free trial per swimmer.

## **2. NEW / RETURNING ASSESSMENTS**

- Assessments are conducted at LeisureFit Booragoon, 521 Marmion Street BOORAGOON.
- Assessments must be undertaken for all new swimmers 4 years and above who have had previous swimming experience. An assessment is necessary if you are new to the water.
- Assessments must be undertaken for all swimmers returning to LeisureFit Swim School after being away from the program for more than one term.
- Parents are encouraged to disclose any medical conditions before the assessment is undertaken. If you have questions regarding this, please call the Swim School Team to discuss this further on 9364 0821.
- Swimmers must come dressed to swim during the assessment.
- An assessment does not guarantee a place in our upcoming program. This is subject to availability.
- If you are unable to make the booking time or wish to make a change, please call the Centre on 9364 0821 or email [swim.school@melville.wa.gov.au](mailto:swim.school@melville.wa.gov.au).

## **3. ONLINE ENROLMENTS**

- All swimmers must have an active Online Portal to book online into the Swim School program. Parents will need to create an account and link all children to that log in.
- All new swimmers aged 4 years old and above, must use the email address provided to LeisureFit Swim School at the time of their first enrolment to have past history details and active enrolments viewed.
- New swimmers and returning swimmers (away for more than one term) may not enrol into the program without an assessment. Assessments may be booked online

via the Online Portal or by calling the Centre on 9364 0821. Please be sure to disclose any medical conditions at the time of booking.

- Online enrolments are only available for our Aquababies, Levels and Adult/Youth/Teen Learn to Swim programs. Support Needs lessons must be completed in Centre or via our Swim School Officer.
- LeisureFit Swim School does not operate on Public Holidays.
- Aquababies classes are age appropriate. Babies must be of the correct age to be eligible for their chosen class. Swim nappies are required. Parents must be in the water at all times during the lesson.
- Swimmers may only enrol into the program during the assigned enrolment period:
  - Current swimmers (those enrolled in the current term) OR
  - New/returning swimmers (those new to the program or those returning after a term off)
  - Those found enrolling in the incorrect enrolment period will not have their booking reserved and places will not be held for a later enrolment into the same program.
- Swimmers not attending full time school must enrol in our morning program from Monday to Friday and limited afternoon classes. Please select the Pre-School program to avoid disappointment.
- LeisureFit Swim School cannot guarantee same time classes for siblings if an incorrect or ineligible enrolment is made.
- Refunds will not be given for incorrect or ineligible enrolments.
- Parents must check their swimmer's online portal for the correct level before re-enrolling. Incorrect enrolments may result in a loss of place in the desired time and day of a lesson in another level. This may also have an impact on other siblings' enrolments.
- Instructors allocated to class times are subject to change. Therefore, parents are encouraged not to choose a class day and time based on their availability and not the assigned Instructor. Refunds will not be given if there is a change of Instructor.
- At the time of booking, payments will be taken online in full for all upfront payments. If payment is taken and the swimmer is not eligible for this level, communication from the Swim School Team will be provided.
- At the time of booking, payment details will be taken for the first debit cycle beginning the first Monday or term for the following fortnight for those choosing a direct debit plan. However, if a swimmer is not eligible for this level, communication from the Swim School Team will be provided.

- Swimmers with outstanding monies are not eligible to enrol until the amounts are cleared.

#### **4. DIRECT DEBIT PLAN**

- A swimmer is bound by the Terms and Conditions of the LeisureFit Swim School program upon taking up the Swim School Direct Debit payment option.
- Swimmers are locked into a minimum of one term at the point of each enrolment period. As our programs are run in accordance with a school term, the Direct Debit is also based on the school term timeline.
- Direct debits will be processed on a fortnightly basis.
- Swimmers must notify LeisureFit Swim School if they choose to continue in the program for subsequent terms during the re-enrolment period. There is no automatic re-enrolment. Your direct debit will not roll into the following term, the commitment is purely term based.
- Swimmers will not be refunded their payment if they choose to withdrawal from the program mid-term and may not have their debit plan stopped until the term has concluded.
- Suspension options are not available for Swim School direct debit payment users.
- Medical suspensions may be considered. Medical notes may be presented within one week of the absent date for consideration to [swim.school@melville.wa.gov.au](mailto:swim.school@melville.wa.gov.au). Missed lessons supported by a medical certificate will be credited to your next debit cycle.
- All swimmers must be financial with the City of Melville LeisureFit Centres in order for the swimmer to continue in the program. Swimmers with arrears will not be able to access to either LeisureFit Centre until it is cleared.
- Any arrears must be cleared at reception following communication from the Swim School/Memberships Team.
- LeisureFit Swim School may refuse the use of the direct debit plan for any swimmer at any time.
- City of Melville will use the information you provide on this form to administer our bookings and memberships system. Your information will not be used for any other purpose. City of Melville will store your information securely, and in line with the Privacy Act 1993, and you can ask to access it, or correct it if you think it is wrong.
- I authorise Ezidebit Pty Ltd ACN 096 902 813 (User ID No 165969, 303909, 301203, 234040, 234072, 428198) to debit my/our nominated account identified above

through the Bulk Electronic System (BECS) in accordance with the Debit Arrangement stated above by, and as per the [Ezidebit Direct Debit Agreement Terms & Conditions](#).

All our terms and conditions are subject to change.