



SURREY PARK SWIMMING CLUB



TERMS AND CONDITIONS

ENROLMENT

- All terms fees are to be paid in full before the commencement of the term.
- Payment can be made by cash, cheque, EFTPOS or credit card (\$1.50 surcharge applies to all credit transactions).
- Term fees are not transferable or refundable.
- Re-enrolment for the following term will work as follows:
 - At the beginning of the third last week, current students will be booked into the same class for the next term. You have two weeks to secure their place by making a full term payment. Payment is the **only** way to secure a place. Students can be moved into different classes during this time and siblings of current students can be booked in.
 - At the beginning of the last week of term, any student who has not made a payment will forfeit their place; opening a spot in the class.
 - The last week of term will see the swim school at its lowest numbers and is reserved for current students to change classes if they wish.
 - The first week of the school holidays will see the swim school open to new bookings.
- New enrolments throughout the term will pay upfront on a pro-rata basis.
- Lesson fees include pool entry for students only. Any additional children or adults who wish to swim must pay the appropriate Aqualink admission fees. (Tots lessons include entry for the student and one adult)

SUPERVISION

- 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 students will not be allowed to leave the lesson area until the teacher acknowledges that the child is back under parent supervision.
- When practical please remain in visual contact with the child during lesson time.
- All children under 10 years old must be actively supervised by a responsible person who is 16 years or over before, during and after the swim lesson.

AQUALINK REMINDERS

- Your child's lesson gives them a free swim before and/or after their lesson. This does not include the accompanying adult unless the child is less than 5 years of age. Any responsible person wishing to swim with their child 5 years or older before/after their lesson must pay for entry with Aqualink Box Hill.
- Aqualink Box Hill has a Watch Around Water policy requiring all children under 5 years old to be within arm's reach of a guardian (16+ years old) at all times. Therefore, children under 5 years old must not be in the pool without an accompanying adult and must be wearing a yellow wrist band around their wrist or ankle. These can be collected from the Surrey Park reception desk before each lesson.
- Tots classes in the warm water pool: Parents should remember that they can only enter the pool at their lesson start time and must leave the pool promptly at the conclusion of their lesson. Playing before and after your lesson can be done in the splash pad pool.

ENTRY CARDS

- Families will receive entry cards when they first enrol. These cards need to be kept as each term they automatically update once payment is made during enrolment.
- A replacement fee of \$2.50 is charged for every card lost.
- Entry cards will **ONLY** work on the Surrey Park Swim School turnstile located next to the aquatic exit.
- During busy periods, cards can take up to 5 seconds to register. Please be patient. We are in the process of making this more efficient.
- Students are expected to scan their card every time they come for a lesson to mark attendance.
- Student cards should be scanned first and only scan once. Responsible person cards will scan several times and should be scanned after the student card.
- Any family who comes with a pram or forgets to bring their cards must get checked in at the Surrey Park reception desk to mark attendance.

MAKE-UP LESSONS

- Surrey Park offers 2 make up lessons per term for missed lessons.
- Make ups are subject to availability and not guaranteed.
- Notice needs to be given at least 1 hour prior to lesson absence to SPSS reception via phone, email or message on our answering machine.
- Make ups are now only offered 3 days in advance.
- Failure to notify reception of an absence for a term or make up lesson will result in forfeiture of that lesson.
- Make-up lessons must be taken within the same term the class was missed; except in the case of the last weekend of term.

CANCELLATIONS

- Surrey Park Swim School does not offer refunds.
- Credits for illnesses longer than 2 lessons are offered to students who provide a dated medical certificate to Surrey Park Swim School reception. Credits will only be offered for lessons where prior notice has been provided for absence. Credits are not offered for any other reason, including family holidays or other commitment clashes.

HOLIDAY PROGRAM

- Full payment must be made at the time of booking to secure a place. No payment, no booking.
- Holiday program fees are subject to the conditions mentioned above under "Enrolment".
- Bookings are made for the full week.
- Make-up lessons are only offered if space is available in the same week the student is booked into. They cannot be carried over to the following week or term.
- There are no guarantees of being able to have a make-up lesson for a missed class.
- Entry cards
 - If you have previously had swimming or diving lessons with Surrey Park, you will need to use the same cards you will have already been given.
 - If you are new to Surrey Park you will be given entry cards on your first day. The cards are subject to the same conditions as mentioned above under "Entry Cards".