

ENROLMENT AND PAYMENT

- All lesson fees must be paid in full at the time of booking
- Lesson fees are not refundable
- Payment can be made by cash (at Aqualink), EFTPOS or credit card (0.7% surcharge applies to all non-EFTPOS card transactions)
- Re-enrolment for the following term will work as follows:
 - The third 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 a booking request with their child's full name, date of birth and 3 lesson time and date preferences
 - Monday of the last week of term, all students who have not paid for their new booking will be cancelled out. All booking request emails will be attended to in this week
 - First day of school holidays: Bookings open to the public
- 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 with the child during the lesson time
- 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 or dive lesson
- All children 5 years and under must be within arm's reach of a guardian at all times, when not in a lesson. During lessons, the guardian must stay at the end of the lane at Aqualink, and at Blackburn in the viewing area to watch the lesson.

MISSING A LESSON

- Surrey Park offers 1 make up token per month when an absence is reported prior to the missed lesson
- Surrey Park offers 1 make up token per holiday program when an absence is reported prior to the missed lesson
- Notice of lesson absence must be provided at least 1 hour prior to your scheduled lesson to Surrey Park reception to qualify for a make up token. No prior absence reported = no make up token.
- Please provide as much notice as possible to Surrey Park reception for any planned lesson absences (e.g. overseas holidays or school events)
- Term bookings: Make up lessons using your token can be booked up to 3 days in advance and must be taken within one month from when the token was issued.
- Holiday program: Make up lessons are booked on the day you wish to complete the lesson and must be completed in the same week of your booking
- Usage of make up tokens for missed lessons are subject to availability and not guaranteed

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.
- All credits issued will be valid for 1 year from the date of issue.
- Credits are not offered for any other reason; including holidays, change of mind, moving house, conflicts with other activities, etc

AQUALINK REMINDERS

- Aqualink Box Hill conforms to the Victorian Watch Around Water policy requiring all children under 10 years to have a guardian (16+ years old) at all times
- Children 4 years and under must wear a pink wristband and remain within arm's reach of their guardian at all times. During lessons, parents must sit at the end of the lane to watch the lesson
- Children 5 to 9 years of age must wear a yellow wrist band and remain actively supervised by a guardian at all times
- Infant 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
 - Students and parents can play before and after their lesson in the splash pad pool

AQUALINK ENTRY CARDS

- Report to Surrey Park Swimming reception to collect your entry card at your first lesson. Keep your cards as they automatically update once payment is made each term
- A replacement fee of \$5.00 is charged for every card lost
- Entry cards ONLY work at the Surrey Park Swimming turnstile located next to the exit gates
- Student cards (teddy bear) and Parent cards (lane rope) will scan several times to let all related spectators through
- Cards will beep when registered. Please wait 10 seconds between card scans when using for multiple spectators
- Any family who require entry with a pram or forgot to bring their cards must be checked in at the Surrey Park reception desk to mark attendance and will be provided an entry pass to give to Aqualink reception staff to gain access to the pool area. Entry pass holders must queue at the Aqualink reception to gain entry.

EVACUATION PROCEDURE

- In the event of an evacuation, please follow the following instructions:

Pool evacuation – e.g. faecal or vomit incident

- The affected pool will need to be evacuated; the length of the evacuation will depend on the nature of the incident.
- Your class may be relocated to a different pool (playground pool, warm water pool or outdoor 25m pool), where available
- If you don't wish your child to continue their lesson, then they may be collected from their class once the teacher had been notified
- For any information during this time, please speak with the lead instructor wearing the red polo top

Full centre evacuation

- Teachers and their classes proceed to the evacuation point
- Evacuation point number 1 is the Canterbury road car park entrance at Aqualink and the Clarice Road car park entrance at Blackburn
- Evacuation point number 2 is the scout hall opposite the 25m outdoor pool at Aqualink and the Northern Middleborough Road car park exit (near Storage King)
- Lifeguards, Surrey Park Lead instructors and centre staff will direct patrons, teachers and classes where to go
- Please walk with your youngest/most nervous child's class to the evacuation point
- Once at the evacuation point, our lead instructors will perform a roll call to determine all teachers and students are present. After this is completed, please collect your child from your teacher
- Please stay at the evacuation point if emergency services have been dispatched as your car leaving may inhibit emergency service vehicles entry to the centre

CENTRE STAFF DIRECTIONS

- As a condition of entry, all patrons must follow the direction of centre staff