

TERMS AND CONDITIONS

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/debit 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 preferences for lesson times and days
 - 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 must pay for the remainder of the term 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 AND ENTRY REQUIREMENTS

- 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 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.
- Children 5 to 9 years of age must wear a yellow wrist band and must be actively supervised by a responsible person who is 16 years or over before, during and after the swim or dive lesson
- 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
- Where practical please remain in visual contact with your child during the lesson time
- For infant lessons in the Warm Water Pool at Aqualink
 - Parents 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 (subject to operational availability)
- As a condition of entry, all patrons must follow the direction of centre staff

MISSING A LESSON

- Surrey Park Swimming offers one (1) make up token per month when an absence is reported prior to the missed term lesson
- Surrey Park Swimming offers one (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 Swimming reception to qualify for a make up token. **No prior absence reported = no make up token.**
- Please provide as much notice as possible 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 three (3) days in advance and must be taken within one (1) month from when the token was issued.
- Holiday program: Make up lessons using your token can be booked on the day you wish to complete the lesson and must be completed in the same week as your booking
- Additional make up tokens may be issued at the sole discretion of Surrey Park Swimming for periods of shutdown due to factors outside of Surrey Park Swimming's control
- Usage of make up tokens for missed lessons are subject to availability and are not guaranteed

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 payments are 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
- Entry cards will scan multiple times to let spectators through
- Cards will beep when registered. Please wait 5-10 seconds for the Green Arrow to appear before proceeding
- Any families that require entry with a pram or forgot to bring their cards must be checked in at the Surrey Park reception desk and will be provided with 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 has 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

CANCELLATIONS

- Surrey Park Swimming does not offer refunds
 - Please ensure you understand the service we provide and communicate clearly any special requirements you may have prior to enrolling and paying for lessons
- Credits are offered for illnesses longer than two (2) lessons when Surrey Park Swimming are provided with a signed and dated medical certificate and where all lessons missed have prior absences reported.
- Credits may also be offered at Surrey Park Swimming's sole discretion for periods of extended shutdown due to factors outside of Surrey Park Swimming's control.
- Credits are not offered for any other reason; including holidays, change of mind, moving house, conflicts with other activities, etc
- All credits issued are valid for one (1) year from the date of issue and are not refundable or transferable