

## Terms and Conditions

### **New Enrolment for term swimming**

An enrolment form is to be completed including a signature to acknowledge the terms and conditions. Places are only secured once full payment has been received. We do not hold places or accept part payments. If an assessment is required to determine the swimmers ability, we will contact you to arrange a time for assessment. Every effort is made to place swimmers in their preferred day and time, however, please note this is not always going to be possible.

### **Re-enrolling for the next term**

Existing students are automatically re-enrolled for the following term. A roll over email is sent to everyone 5 weeks prior to the end of the term. This gives you ample notice to ensure there are no clashes with other commitments. If you DO NOT wish to re-enrol, we ask that you kindly notify us by email no later than 3 weeks prior to the end of term. You will be issued with an invoice, via email, 2 weeks before the end of term that will confirm the new terms lesson day/s, time/s and fees. Payment in full must be received prior to the new term starting.

### **Discounts**

We offer a 10% discount for families with more than 3 family members swimming in the same term. We also offer a 10% discount to any clients who refer new enrolments to our school that enrol for a full term. The referral discount is reflected in the following terms fees. To be eligible for this discount your swim fees must be paid in full at the time of the new referral.

### **Cancellations (by Swimmer)**

If you DO NOT wish to re-enrol, we ask that you kindly notify us by email no later than 3 weeks prior to the end of term. As classes for the following term are set 3 weeks prior to the end of the term cancellations received after this will be subject to a cancellation charge of 50% of the total cost of the invoice. This is to cover administration fees. No refunds for the full term fees can be given for cancellations received after the term has started. Please note that all lessons are non-transferable. All terms and conditions are binding with Tauranga Swim School.

### **Cancellations (by Tauranga Swim School)**

The cancellation of lessons is at the discretion of management and is normally only ever done with swimmers safety in mind. This includes, but is not limited to, lightning, pool hygiene and natural disasters. You will receive a phone call, if your lesson has not started, letting you know your class has been cancelled and rescheduled.

### **Missed Lessons**

Swimming lessons missed for any reason other than illness will be forfeited. We do not provide makeup lessons or refunds for missed classes. This includes but is not limited to, family holidays, religious observance and other extracurricular activities. We do, however, provide up to 3 makeup lessons per term for illness and injury where a medical certificate is provided for you. A makeup lesson cannot be carried over to another term. We cannot guarantee that a makeup lesson will be with your child's usual instructor nor can we guarantee that the time we have available will fit into your schedule.

### **Schools Holidays**

During the school holidays the weekly classes are suspended. However, we offer an intensive Monday to Friday course normally run between 9am and 12pm. These provide a great way of learning and gaining skills quickly over a short period of time in preparation for the next term. Details can be found on our Facebook page and/or website.

### **Public Holidays**

Tauranga Swim School does not conduct lessons on public holidays.

### **Swim Caps and Goggles**

For hygiene reasons all swimmers must wear a swim cap during every lesson. Goggles are a must for everyone as they not only protect your eyes but also aid in learning to swim.

### **Health and Safety**

Tauranga Swim School does not accept responsibility for any damage or loss of property or articles left on the premises. Tauranga Swim School shall not be held responsible for any personal injury or fatality that may occur. Swimmers are asked to avoid lessons if they are suffering from any contagious condition. These include but are not limited to: nervous system infections, ear infections, eye infections, gastrointestinal infections, diarrhoea, colds, cold sores, coughs, infectious runny noses (green discharge), open sores, skin infections, rashes or foot infections etc.

### **Teaching**

Due to the nature of teaching people in water, there will be contact between student and teacher. This will be of a professional nature at all times. Where possible we aim to always have the same teacher covering a lesson subject to illness or staffing difficulties. If you have any concerns about this please contact the Manager for further information. For their own safety, it is important that children do not enter the pool before or after their scheduled lesson. This also reduces the distractions to children in other lessons. Parents and caregivers are required to be in the water with infants 3 years or younger at all times.

### **Responsibilities of the Swimmer**

Arrive for your lessons on time. Only enter the pool once the instructor has given permission. Listen to what the instructor says. If the swimmer doesn't understand please ask. If you or your child have a medical problem, or for example, uses an inhaler, please tell your instructor. Babies must have had their 3 month injections before they can be allowed to enter the pool. All swimmers MUST wear suitable swimwear. Babies still in nappies please use an appropriate "aqua nappy". Be helpful and encouraging to your child but please do not coach them. The instructors are professionally trained and are there to do the coaching. If you think there is a problem please speak to the Manager first.