

SWIMRIGHT TERMS & CONDITIONS

LESSON FEES

Several options are available to Customers for the payment of Lesson Fees.

Please note that payment is due in full before the commencement of all lessons.

Group lesson fees can be paid by instalment with a monthly Direct Debit, in full by the providing Credit Card details to be used at the commencement of term or by direct payment if the other options are not chosen. In this case, a minimum 50% deposit is required to secure all bookings. All such payments are required before the end of each terms re-enrolment period with the balance payable prior to the commencement of the new term. Customers new to SwimRight are required to pay for their booking in full at the time of booking if not using the Direct Debit or Credit Card option. Private Lessons must also be paid in advance. Weekly payments are acceptable providing each lesson is paid at least 24 hours in advance of each scheduled lesson.

Dishonoured payments of any type may incur a dishonour fee to be charged in addition to the balance owing.

WITHDRAWAL FROM LESSONS

Any withdrawal notice to cease attending lessons must be received in writing.

Where attendance is ceased, or cancellation received once the term has commenced, there will be no refunds available under any circumstances. Fees paid may be transferred to the following term depending upon circumstances.

Private Lessons are subject to different conditions: 24 hours notice of a cancellation must be received by Customer Service, otherwise the full lesson fee is applied and is non-refundable.

ILLNESS

Please respect our precautionary health rules and refrain from lessons if your child is suffering from any contagious disease including Molluscum, Flu, Fever, Head cold, Runny infected noses, Sore throats, Cold sores and Open wounds, Vomiting, symptoms of Gastroenteritis, Ringworm and Head lice.

Where lessons are missed due to serious medical conditions such as broken limbs, a credit toward lessons to be taken next term may be granted. A valid medical certificate must be provided. All such credits must be used in full during the next term and cannot be redeemed for cash. A refund of fees is not available under any circumstances.

MAKE UP LESSONS

Make up lessons are potentially available for lessons missed due to illness or other reasons, maximum 2 per term, provided all booked lessons are paid in full. Prior notice of non-attendance must be received to be entitled to a make-up lesson.

We cannot guarantee to provide any make up classes if there are no places available. The ability to provide this service relies upon all families advising us of any absence as soon as they are aware of it.

Make up lessons must be taken during the term in which the notified absence occurred, they are not transferable to subsequent terms and fees are not deductible or refundable in lieu of make-up lessons not provided.

Private Lessons are subject to different conditions: 24 hours notice must be provided of an absence to qualify for re-scheduling of a lesson, conditional of the lesson place either being filled with another class, or the instructor being laid off for that time.

If these conditions are not met a make-up lesson may only be granted in a group lesson.

DUTY OF CARE

All children must be supervised by a guardian at all times whilst in the pool area. Behaviour of all patrons must comply with published Pool Rules. Guardians are responsible for placing their children into our instructors care at the commencement of each lesson and collecting them at the conclusion.

SwimRight accepts no responsibility for injury, personal property loss or damage sustained whilst on the premises, not resulting from negligence on our part.

LEISURE SWIMMING AVAILABILITY DURING LEARN TO SWIM TIMES – (Sandringham only)

SwimRight Sandringham may provide space for leisure swimming at its discretion during lesson times depending on lane-space availability. If no Leisure Swimming sign is displayed, children may not enter the pool except to participate in their lessons.

If available, Leisure Swimming is free to learn to swim students and one parent if the student is under 3 years, normal entry fees apply for all other users. Constant, active parental supervision of leisure swimmers is mandatory for all swimmers up to and including 10 years of age as per our published Pool Rules.

SWIM CAPS

Swim caps are compulsory for all children from 3 years of age, both boys and girls.

OUR STAFF RESPONSIBILITIES

If you have any questions or concerns, please discuss with the Program Coordinator on deck during lesson time. Please do not ask instructors or other staff members to pass on messages or comments at any time. Alternatively, please telephone and discuss with SwimRight Customer Service during office hours.

QUESTIONS AND CONCERNS

Our aim is to provide you and your children with the best possible service. If you are unhappy about anything regarding your child's swimming, please contact SwimRight Management during Office Hours. If we are unaware of your concerns, then we cannot deal with them appropriately. We are here to help. Please note that many children do take some time to settle into lessons for the first time.

In addition, development of skills and progression through our program will be different for every student.

Lots of patience and care from all of us will help to get the results we all want.

SwimRight Customer Service Office Hours:

School Terms: Monday to Friday 9:00am – 5:00pm, Saturday and Sunday 8:00am – 1:00pm School Holidays: Monday to Friday 9:00am – 12:00noon