

# SWIM SCHOOL TERMS AND CONDITIONS



## Welcome to Kwinana Recquatic Swim School!

We're excited to have you and your child participate in our Swim School program. Please be aware that participation in any recreational activities, including swim lessons, involves inherent risks, which may include the risk of personal injury or death. By enrolling in and attending these lessons, you acknowledge and accept these risks on behalf of your child and voluntarily assume responsibility for their participation.

We take all reasonable precautions to ensure the safety of our participants. Please inform our staff of any medical conditions or special requirements your child may have before participating.

### Enrolments

All enrolments will cease after the third (3rd) week of term. We strive to provide stability and consistency for all students, which is why we limit changes to class assignments after this time. We appreciate your understanding in helping us maintain a positive learning environment. All requests are via email. Your enrolment confirms your commitment to the full term.

Holiday programs are all paid via upfront option, no payment plans available.

### Upfront payment option

Enrolment Fees are payable in full at time of booking if using the upfront payment option.

### Direct Debit option (Fortnightly payments)

Direct debit payments are debited fortnightly from your nominated bank account or credit card, paying 2 weeks in advance.

You are locked in for full term, payments will cease at the end of the term. You will be required to book back in for the following term if you wish to continue.

If your direct debit fails for any reason, we will freeze your access until payment is made.

You will be charged an administration fee for each dishonor as outlined in the fees and charges. Currently \$10 per dishonour.

### Sibling Discounts

Applies when booking more than 1 child into group classes or private lessons (only applies to children's swimming lessons - immediate family only). Excludes SAIL classes, Holiday Swim and Aqua Playgroup.

2nd child = 10% discount

3rd/4th/5th child = 20% discount

### Complimentary Aquatic Pass

When your child is enrolled in Kwinana Swim School group lessons, 1:1 lessons, or the Junior Lifeguard Club, they receive a complimentary aquatic pass that can be used throughout the term. This pass allows both your child and a parent/guardian to enjoy the pools at any time during the term.

#### What's included:

- Entry for one enrolled swimmer and one adult
- Access to the 25m pool and leisure pool

#### What's not included:

- Access to the hydrotherapy pool, spa, or steam room
- Entry for external programs such as school swimming lessons or squad training

Upon enrolment, you will be issued a membership key fob, which must be scanned before each visit. Please note that lost fobs will incur a replacement fee.

### Make Up Lessons

While we are unable to offer make-up lessons, we understand that illness and other issues can arise. That's why we offer unlimited pool access during the term for additional practice. If a child is absent due to medical reasons, a medical certificate must be provided. A credit will be applied to the child's account for use over the next two terms. If you are a direct debit member, your following debits will be reduced in line with the credit.

Please note: Credits can take up to 5 working days to be applied to your account.

Any unused credit will expire after two terms. Alternatively, if a refund is required, a \$25 administration fee will apply. Please email the medical certificate to [recquatic@kwinana.wa.gov.au](mailto:recquatic@kwinana.wa.gov.au) for review and processing.

### Cancellation of classes

When booking into swimming lessons you accept that you are booked in for the full term. Cancellation of classes is only acceptable due to a medical certificate or proof of a new address (indicating that you have moved out of the area by more than 30 kilometres).

### Changes to classes

The City reserves the right to amalgamate, move or alter classes in the first three (3) weeks of term due to class participation levels. All participants affected by these changes will be notified.

### Swimming Attire

All swimmers must wear appropriate swimwear at all times. Each swimmer must bring a towel. Children under the age of 2 years, or older if not adequately toilet trained, must wear an aqua nappy at all times while in the water. Aqua nappies are available for purchase at reception.

### Medical Conditions

Please be aware that it is the parent/guardian's responsibility to inform the Centre of any existing or changes/updates to your child's medical condition. Forms are available at the Swim School desk.

### Duty of Care

Children under 12 years of age must be accompanied by an adult at all times. Children are not permitted to enter the swimming area before the start of their class. Our instructors' responsibility begins when the class starts and ends when the class concludes. Parents and carers must remain on-site at the Recquatic during their child's lesson and must collect their children from the Learn to Swim area at the end of each lesson. This is important in case of any emergencies or immediate needs.

## Watch around Water

As a parent or carer, you are responsible for the safety and well-being of your child. Children under 5 years old must wear a "Keep Watch Around Water" band at all times when they are around water, including during their swimming lessons. This helps us quickly identify younger children in case they become separated from their responsible adult and ensures their safety. If your child is using the pools before or after their lesson, you must be in the water with them, within arm's reach.

Additionally, children under 12 years of age must be actively supervised at all times. Please note that lifeguards are not responsible for the primary care of your children, so we kindly ask that you remain vigilant and supervise them closely.

## Unavailability of Facility / Service

Facilities or services within the Centre may be unavailable at any particular time due to mechanical breakdown, fire, act of God, catastrophe or any other unforeseen reasons. The Centre will not be held responsible or liable for such occurrence.

## KidSport Vouchers

When booking with a Kidsport voucher prior acceptance is required. Please provide the voucher code before making your booking to ensure the credit is applied to your account. The booking will not be processed until the voucher is validated and accepted.

## Absent Instructors

We advocate continuity and quality instruction and make every attempt to ensure you have the same instructor. If an instructor is unavoidably absent, students' progress is not compromised by a replacement instructor, as all our instructors are qualified, experienced and highly recommended. Replacement instructors have access to the students' skill records. We do not refund lesson fees or compensate for classes conducted by replacement instructors.

## Physical Contact During Lessons

Physical contact is considered appropriate if it is necessary to promote a child's development of skills, with the child's consent. In an emergency situation, it may be necessary for a staff member to take hold of a child quickly, with a proportionate use of manual handling, in order to ensure the child's safety.

## Appropriate Behaviour in lessons

Kwinana Recquatic reserves the right to cancel lessons for children who, do not follow instructions or continue to act in a manner unsafe and disruptive to the instructor and other class members. Cancellation of lessons will be made on a case-by-case basis, after careful consideration with the student, parent and instructor. Kwinana Recquatic staff are committed to working with students and parents/guardians where additional support or strategies may be needed to participate in lessons. It is expected that parents will behave respectfully towards all staff members while attending the City's facilities/centres.

## Public Holidays

No swimming lessons will be conducted on WA recognised Public Holidays or Easter Saturday. Lessons will be cancelled and credited accordingly.

## Incorrect Levels

Children can sometimes be initially enrolled in an incorrect level. When this occurs, the instructor will assess their skill requirements and make the necessary recommendations to the Learn to Swim Team. This may result in the child changing levels.

## Communicable Diseases

In line with WA department of Health guidelines a person with any skin infection or other communicable disease will be excluded from lessons for the safety and wellbeing of other participants and teachers at the discretion of the Learn to Swim Team. Please view the control of communicable diseases manual for more information: <https://www.health.wa.gov.au/-/media/Files/Corporate/general-documents/communicablediseases/PDF/2101-communicable-diseaseguidelines.pdf>

## Photography and Videography

Taking photos or video footage is prohibited during lessons and throughout the Centre, unless prior approval has been obtained by Centre Management.

## Increase to Fees

Kwinana Recquatic will review fees and charges annually at the end of each financial year. Fees may be increased in connection with your enrolment having consideration to a variety of market issues, consumer price index and the demand for use of Kwinana Recquatic facilities and services.

## Changes to Terms and Conditions

The City reserves the right to make changes to prices and our terms and conditions at any time.