

SWIM SAFE SWIM SCHOOL ENROLLMENT FORM TERM 1 2018

Welcome to Swim Safe Swim School. Please take time to familiarise yourself with our terms and conditions and complete the following form. Contact us if you have any questions about any of the information included.

Please tick enrolment type: <input type="checkbox"/> Re-Enrolment <input type="checkbox"/> New				
Student Name	Date of Birth	M/F	Age	Medical Conditions or Allergies
Parent / Guardian Details				
Given Name:		Surname:		
Address:				
Suburb:			Postcode:	
Telephone (H):			Telephone (W):	
Mobile:				
Email:				
Emergency Contact:				
Name:			Phone Number:	

TERMS AND CONDITIONS

- Term Dates:** Swim Safe School operates all year round. Terms 2, 3 and 4 follow the SA School Term Dates. We have a 4-week break from the end of term 4, and commence of Term 1 in the third week of January. Please check our website for Term Dates.
- Enrolments:** New enrolments can be taken over the phone, or in person during our term time operating hours, a weekly payment can be made on your first two lessons, and the remainder of the terms fee (plus booking fee) due on your third visit. Places in our program are only secured once payment has been received. New Enrolments can be made after commencement of the term, there is no need to wait for commencement of a new term. Pro-rata fees (plus booking fee) will be charged based on the number of weeks remaining.
- Booking Fee:** A booking fee (lesson in advance) is payable for each new enrolment to hold their class for the next term. The booking fee can be redeemed as a voucher for your last lesson.
- Rollover Enrolments:** We use an automatic rollover system for our term bookings. Once enrolled in a class your enrolment will automatically rollover into the following term, this allows our families to keep the same class, day and time, should you need to make any changes or wish to take a break please let us know. Please be advised that automatic cancellation will occur when lessons have not been attended for 2 consecutive weeks without communication, a re-booking fee will be charged with future enrolments.
- What to Bring:** All your class equipment is supplied by Swim Safe School. For personal use, you will need your appropriate swimwear, towel, and change of clothes. It is recommended that all children (excluding Jellyfish program) wear goggles. We stock a range of goggles suitable for all ages. Hair bands and swimming caps are advisable for students with long hair. An aqua nappy is compulsory for all students that are not fully toilet trained. It is also recommended that a swimsuit should be worn over the aqua nappy. Aqua nappies can be purchased from reception. All carers swimming with babies and toddlers are required to wear a swim shirt or t-shirt. This assists in teaching specific self-help and safety skills for your young child. Remember to arrive with plenty of time to settle in prior to your lessons, so you and your child are prepared at a relaxed pace for lessons.
- Pool Rules:** No running inside the pool complex. Please follow the pool rules displayed at the front entrance and refrain from spitting water. To ensure the safety and enjoyment of all children, encourage your child to follow the pool rules. The pool and its surrounding grounds are a non-smoking environment and the consumption of alcohol is not permitted.
- Changing Facilities:** Toilet and shower facilities available for use before/after lessons. Ensure your child has been to the toilet prior to commencement of their lesson. Should your child need to use the toilet during a lesson we ask they notify the teacher prior to exiting and re-entering the pool. We ask that children be appropriately supervised when using the amenities. A private family change room is available for older children of the opposite gender as an alternate to the main change room.
- Supervision Policy:** A parent or guardian over the age of 18 years must accompany all children whilst at the centre. Swim safe staff are responsible for your child during their scheduled lesson time. Children who are inside the pool complex at other times are the responsibility of their parent or guardian. If you are waiting for your lesson to commence please do not allow your child to enter the class area without an instructor. During class parents are encouraged to watch poolside and offer praise for the efforts of their children. In the interest of safety, we request that younger siblings not involved in a lesson are kept away from the edge of the pool and steps, and are not permitted in the water.
- Medical Conditions:** You are required to disclose any medical condition/allergy/physical or intellectual disability affecting a swimmer prior to the commencement of lessons. If your child has a management plan (asthma or anaphylaxis reaction) a copy must be provided. We must be notified of any changes in the course of their enrolment. If your child has asthma requiring reliever medication they must exit the pool to take their medication, and allow 5 minutes for the medication to work before going back in the pool.
- Sickness:** Please do not bring children to swimming lesson if they are sick or display any of the following symptoms: conjunctivitis, rubella. Flu, fever, head cold, infectious runny nose, sore throats, cold sores, skin infections, rashes, vomiting and or diarrhoea. Swimmers who have diarrhoeal illness should not use the swimming pool for 14 days after the symptoms have stopped.
- Public Holidays:** Public holidays are free from swimming lessons and are not included in your term payments. Please see our Customer Service Officer for payment details. Please check our web site and timetable for Public Holiday closures.
- Private Health Funds:** Some health funds provide you with the ability to claim back a portion of the cost of learn to swim lessons. As an **AUSTSWIM Recognised Swim Centre** we can provide you with an itemised receipt on full payment of fees.

13. **Payment of Fees Policy:** Fees are paid on a term basis at the start of each term, or pro-rata if commencing as a new customer part way through the term. Fees are due and payable within the first 7 days the term, and can be paid up-front or a payment plan comprising of two Instalments. **If you would like an option for 3 monthly instalments in term 1 2018 please contact us for more details (excludes Monday classes due to public holiday closures).** If paying by instalments the term fee discount is applied to the second instalment which is due and payable by the end of week 7. Full payment of fees is required; if we do not receive payment by the due date we reserve the right to cancel your booking. Please let us know if there are extenuating circumstances which prevent you from making payment.
14. **Family Discounts:** To assist families with three or more children in our program we are happy to offer family discount. We discount the term fees for the 3- child to \$8.00 per lesson, and 4- and subsequent children swim for FREE.
15. **Payments:** Payments can be made at the swim school by cash, cheque (payable to Swim Safe Enterprises Pty Ltd) and credit card (Visa or MasterCard) or EFTPOS. Credit card payments can be taken over the phone during session times on 8266 8530 or 0438 668 530. Direct into our Bank Account Westpac Banking Corporation BSB 035 213 Account Number 247023 (name of participant to be included in description / remitter information).
16. **Sibling Enrolments:** Priority is given to siblings of currently enrolled participants, e.g. If you already have a child enrolled in swimming lessons and have a new baby or another child who you would like to enrol into classes for the following term where possible you can do so at this time. These enrolments will be confirmed three weeks prior to the end of the current term.
17. **Waiting List:** A Waiting list for currently enrolled students moving to the next level or wanting to change class day or time is given priority. New enrolments or students wanting to re-enrol in the next term can go on a waiting list. These enrolments will be confirmed two weeks prior to the end of the current term; if we are unable to contact you we cannot guarantee your place. Every attempt is made to satisfy your lesson requirements; however, it may not always be possible to offer you a specific day, time or teacher. We do endeavour to accommodate as many requests as possible.
18. **Missed Lessons:** If you are unable to attend your scheduled lesson we appreciate that you contact us prior to the lesson commencing by SMS: 0438 668 530 or email: swimsafescschool@bigpond.com. Credits or refunds will not be given for missed classes during the term (Make-up lessons are offered).
19. **Make-up Policy:** Swim Safe School understands that families get sick, go on holidays and have social events to attend. If you are unable to attend we are happy to offer you a make-up lesson. We offer you the flexibility of make-up lessons that can be booked one week in advance, and siblings can do make up lessons for other siblings provided they are booked into the program. Every effort will be made to organise a make-up lesson time convenient to you. Make up lessons can also be done in advance (e.g. if you know you will be away next week you can do the makeup lesson before hand). To qualify for your make-up lessons, they must be booked in an enrolled term once fees have been paid, if you do not attend and fail to cancel your make-up lesson a late cancel policy applies and your make-up lesson is then forfeited. Make-up lessons cannot be used as credit off your term fees. Make-up lessons are valid for 6 months (2 Terms from the end of your last enrolled term).
20. **Multiple Lesson Discounts:** To guarantee your booking payments are **paid in advance** of each term or pro-rata if commencing as a new customer part way through the term. Class position is only secure when full fees are paid. If payment is not received prior to commencement of the term your main lesson will rollover into the following term (*please see the About Us page - Rollover Enrolments*) and the multiple discounted lessons will be cancelled. Missed lessons can be re-scheduled one week in advance, and are subject to availability. Missed lessons are not transferrable to the following term, and cannot be deducted from next terms fees. ***Please be advised during periods of high demand the swim school may not accept further bookings for this program and you may need to waitlist for multiple lesson discounts.**
21. **Goldfish Class:** The person enrolling must have a date of birth which indicates an age of between 4 months and 5 months and 3 weeks to redeem the offer of free lessons. If your baby enrolls part way through the term, and does not turn 6 months till part way through the term 2, they can continue to participate until their baby turns 6 months.
22. **Refund Policy:** There is no provision for refund to class payments. If you cannot complete the term due to illness or injury, a credit can be applied from the date of notification to your next re-booking term (waiting list applies). Credit will be given up to the end of week six on presentation of a Medical certificate. Credits will not be given for any other reason including holidays or clashes with other activities. The remaining balance of the term fee is due and payable on the day of your first lesson. The credit will not include the booking fee that was taken at the time of the enrolment.
23. **Cancellation Policy:** In the event of an unscheduled pool closure all reasonable efforts will be made to contact class participants. There are rare situations outside our control where a class cannot be attended due to a disruption to lessons such as unscheduled pool closure, emergencies, power outages etc. a make-up lesson will be issued.
24. **Speed Limits and Parking:** The speed limit within the grounds is 10 km/h. Parking spaces that show the symbol for people with disabilities are for valid permits only, please see the contact us page on our website for parking availability.
25. **Lost Property:** The pool area and change rooms are always checked at the end of the sessions. Valuables should not be left unattended in the change rooms. If articles are found we will hold them for you.
26. **Photography and Video Use:** All children who come to Swim Safe Swim School have a right to feel safe, and everyone within our school has a role to play in ensuring a safe environment. Swim Safe permits the use of private photography during swimming lessons however to ensure privacy is maintained photographs taken by a parent or guardian should not include other students unless prior permission has been obtained from their parent or guardian. Mobile phones or cameras with video capacity must not be used without prior approval. Swim Safe reserves the right to inspect, stop or delete any images/video material if they suspect inappropriate photography. No photography or video equipment including mobile phones is permitted in the change facilities at any time.

I _____ agree to the Terms and Conditions and Code of Conduct outlined on this enrolment form.

Signature (Parent / Guardian Signature) _____ Date _____ *We thank you for your cooperation*