

# SWIM SAFE ENROLMENT FORM

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

## PERSONAL INFORMATION

Student Name:	Date of Birth	M/F	Age	Medical Conditions or Allergies
<b>Parent / Guardian Details:</b>				
<b>Title:</b>	<b>First Name:</b>	<b>Surname:</b>		
<b>Postal Address:</b>				
<b>Suburb:</b>			<b>Postcode:</b>	
<b>Telephone (H):</b>			<b>Mobile:</b>	
<b>Email:</b>				
<b>Emergency Contact Name:</b>			<b>Phone Number:</b>	

## PAYMENT DETAILS

- 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 of the term and can be paid up-front or a payment plan comprising of two Instalments. If paying by instalments the term fee discount is applied to the second instalment which is due and payable by the end of week 6. 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.
- Payments:** Payments can be made at the swim school by cash, cheque (payable to Swim Safe Enterprises Pty Ltd), 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 deposit into our Bank Account Westpac Banking Corporation BSB 035 213 Account Number 247023 (name of participant to be included in description / remitter information).
- Multiple Lesson Discounts:** For new customers bookings can be made in person at the school. Please note that full payment is required at the time of enrolling in order to secure your booking. Multiple places **cannot be held** without payment. For existing customers payment is required in advance of each term. Multiple places **cannot be held** without payment. If payment is not received your main lesson will rollover into the following term (please see the 6. Rollover Enrolments). If you are unable to attend a swim lesson you can book a make-up lesson. Please be advised all make-up lessons **must be completed within the term** and cannot be transferred to future dated terms. Due to periods of high demand the swim school may not accept further bookings for this program.

## TERMS & CONDITIONS OF ENROLMENT

- Term Dates:** Swim Safe School offers a term-based program, operating all year round. We have a 4-week break from the end of term 4. Term 1 commences in the third week of January. Please check our website for Term Dates.
- Public Holidays:** Public holidays are free from swimming lessons and are not included in your term payments. (excludes Multiple Lesson discounts)
- 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.
- New enrolments:** 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 (this excludes Multiple Lesson Discounts). Places in our program are only secured once payment has been received. New Enrolments can also be made after commencement of the term, and fees are charged based on the number of weeks remaining in the term.
- Family Discounts:** We are happy to offer family discount. Discounts apply if there are 3 or more children from the same family attending. We discount the term fees for the 3rd swimmer to \$10.00 per lesson, and 4th and subsequent family members swim at no charge.
- Rollover Enrolments:** Once enrolled in a class your main booking will automatically rollover to the following term, this allows our families to keep the same class, day and time. Should you need to make any changes to your booking 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.
- 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.
- 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
- Missed Lessons:** If you are unable to attend your scheduled lesson for any reason please notify us prior to the lesson by SMS on 0438 668 530 or email. As long as your term fee or current instalment has been paid you will be able to make-up any missed lessons.
- Make-up Policy:** Make-up lessons are valid for 3 months. Make-ups can be booked one week in advance and are subject to availability. Please note missed make-up lessons without prior notification cannot be re-booked.
- What to Bring:** All your class equipment is supplied. 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.
- Parent information:** On your first visit arrive early to check-in and familiarise your child with the facility. Please have your child ready for class at the start time of the lesson.
- Check-in:** Please check-in at the swim lesson desk when you first walk onto the pool deck. In the interest of safety children must not enter the pool unless they have checked in.
- Infant Aquatics:** Children that are not toilet trained must wear a disposable swim pant (available for purchase at the front desk). A swimsuit should also be worn over the aqua nappy. 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.

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15. **Pool Rules:** To ensure the safety and enjoyment of all children, please follow the pool rules . No running or food inside the pool area and children are asked to refrain from spitting water. The pool and its surrounding grounds are a non-smoking environment and the consumption of alcohol is not permitted. The emergency exit door at the rear of the pool is to remain closed at all times.
16. **Changing Facilities:** Toilet and shower facilities available for use before/after lessons. Talcum powder is not permitted for use. 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, and refrain from pressing the call bell.
17. **Family Change:** A private family change room is available for older children of the opposite gender as an alternate to the main change room.
18. **Supervision:** Parents/guardians must accompany all children whilst at the centre. 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.
19. **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.
20. **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.
21. **Credit Policy:** Credits or refunds will not be given for missed classes during the term. We understand that circumstances arise, and 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. 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.
22. **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.
23. **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.
24. **Speed Limits and Parking:** The speed limit within the grounds is 25 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. **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, and filming of lessons is prohibited. **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.**

## APPLICATION & DECLARATION

I have read, understood, acknowledge, and agree to the terms and conditions outlined on this enrolment form.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### ENROLMENT FORMS WILL NOT BE ACCEPTED WITHOUT SIGNED DECLARATION

Please return completed forms to SWIM SAFE SCHOOL

P 0438 668 530

E [swimsafeschool@bigpond.com](mailto:swimsafeschool@bigpond.com)

W [www.swimsafeschool.com.au](http://www.swimsafeschool.com.au)