



Learn to Swim Policy – Terms and Conditions

Enrolments: Swim School classes are provided for Parents and Babies, Pre-school, school age and Adult learners. Classes are 20 minutes long for preschoolers in the afternoon, and 30 minutes long for school aged children. Students are asked to be ready to start at the appointed lesson time. Assessments are done throughout the term and if your child needs to move to a different level, your Instructor will advise you. New students can have a FREE assessment prior to term lessons so we can place them correctly. We reserve the right to change lessons times/instructors as needed.

Changes of lesson days: Please choose your day carefully as changes will not always be possible.

Learn to Swim Instructors: All instructors are qualified to teach swimming; most having attended the Teacher of Swimming and Water Safety training course. We endeavour to have the same instructor per class for the entire term, where possible, but sometimes illness and unexpected events happen. We enlist a suitable replacement instructor in this instance.

Missed Lessons: You are responsible for ensuring your child comes to lessons. If a lesson is missed due to illness, the Aquatic Centre should be notified prior to the lesson beginning. **Please note 1 missed day will not be credited, but made up at end of term. Longer term illnesses and injury/surgery will be assessed on an individual basis. Missing lessons due to holidays, school camps and other personal reasons will not be credited.** Make up week is a chance to make up missed lessons.

Credits for Lessons: Please note from Term 4 2024 only lessons cancelled by the Aquatic Centre will be credited.

Credit will not be given for the following: 1 days' sickness. Early termination of term lessons by the customer due to relocation or change of mind. (7 day cool-off period following payment applies).

Private Lessons: A minimum of 24 hours' notice is required if you are unable to attend your scheduled private lesson. If we do not receive adequate notice of a missed lesson (24 hours) then this will count as a lesson taken. Lesson can be postponed to another date/day if mutually agreed by instructor and student.

Make up lessons: A week at the end of term is dedicated to make-up lessons for missed classes. If for some reason lessons are cancelled, due to something **immediately out of our control**, and you cannot do the offered make up lesson, then a credit MAY be given. It will be reviewed on an individual basis.

Required Swimwear and Equipment: **Babies and toddlers** up to 3yrs old must wear Aqua Nappies during lessons. These must be checked regularly during the lesson. **Boys** – swim pants (preferably) or board shorts, and goggles. Rash shirts are not recommended as they create drag in the water when learning to swim, and should your child wish to continue with Swim Club, they are not allowed there.

Girls – togs or bikini, goggles, a swim cap for long hair. **ALL LONG HAIR SHOULD BE ADEQUATELY TIED UP.**

Goggles and Swim Cap Policy: We no longer give out goggles for children to use during lessons due to hygiene reasons. Goggles can be worn during lessons, but if constantly fiddled with during lesson, they will remain off for the lesson, as it disrupts the class flow with constant goggle adjustment. This will be at the discretion of the instructor. Swim caps must be worn with long hair, boys or girls, no exceptions, again due to hygiene reasons and interference with swim ability.

Equipment used for our Swim School is for Instructor and participant use only.

Payments: Prompt payment is required for lessons. We require a payment arrangement to be made by **WEEK 2** of the term, or you may be refused participation in the lessons.

*We will not be accepting Year-long payments for lessons from Term 4 2024 onwards.

[Online by Credit card, Debit card and Bank transfer](#) -please use this new link for any online payments.

[Direct Debit via Debit Success](#) – using the promo code WDACLTS. Cash Payments at the Aquatic Centre.

Credit will not be given for the following: 1 days' sickness. Early termination of term lessons by the customer due to relocation or change of mind. (7 day cool-off period following payment applies).

Termination: Whakatāne District Council reserves the right to terminate a student's enrolment for any of the following reasons:

- Non payment of fees by week 3 of current term
- Student behavior, in the instructor's opinion, disruptive to class and attempts to resolve the problem have not succeeded.
- Serious misconduct in or around the pool area by either a student, parent/caregiver; and
- Any other reason whereby, in the opinion of management, continuation of a student's enrolment in Learn to Swim Lessons may cause safety issues, or bring the Centre into disrepute.

Safety: Children under 3yrs attending classes will require a parent/caregiver in the water for the entire lesson. Children under 8 must be actively supervised and not allowed in the facility without an accompanying adult (16 yrs and older). **ACTIVELY** means **A)** within sight, **B)** able to respond IMMEDIATELY to an emergency situation.

Filming and Photography: Sometimes we may film or photograph the programme for promotion and marketing purposes of our business. We may ask you prior to photographing whether you agree or disagree, and it is your prerogative if you wish to decline. No names will be used in any promotional material.

Name:.....Signature:.....Date:.....