

# Learn to Swim



## Enrolment Terms and Conditions

Updated 15/03/2024

Friends Health & Fitness continues to ensure the safety of our clients and staff at all times. On entry to the Centre, please use the hand sanitiser provided and maintain a COVID safe distance of 1.5metres from others.

### **Enrolment conditions:**

- Enrolments are booked in advance for each Learn to Swim Program. Enrolment payments for each Learn to Swim Program must be paid in full at the time of booking.
- There are no make-up lessons, refunds or credits for one-off, missed classes.
- Children who have a serious injury or illness can notify the Centre in advance if they will miss three (3) or more consecutive lessons and request a Credit Application Form. All requests for credits are dependent on completion of a Credit Application Form and presentation of medical certificates. Credits will not be granted for absences due to going away on holidays, exams or clashes with other activities. No credits or refunds will be granted for cancellations.

### **Supervision conditions:**

- Children under the age of 16 years must be accompanied at all times by a responsible person (over the age of 18 years) while attending the Friends Health & Fitness Swim School.
- A supervising parent / responsible person must be available at all times during lesson time to assist with their child's additional needs; toilet visits, etc.
- A supervising parent / responsible person may assist their child to enter the pool for their swimming lesson if permission is granted from the swim instructor. Once the child has entered the pool, the parent / responsible person must proactively hand-over supervision to the swim instructor and move away from the lesson to a seated area behind the "Instructors Only" barrier. This is to minimise risk and maximise safety, ensuring the child is focussed on following instructions from their swim instructor, without being distracted.
- Children 10 years and under are to be within arm's reach of their parent / responsible person in the pool area at all times, unless in a lesson.

### **General conditions:**

- Hygiene - Appropriate, clean and suitable swimming attire is required for pool entry. Swimming caps are compulsory and must be worn at all times whilst in the water. Goggles are optional.
- Swimmers enrolled into the Learn to Swim program are not permitted to use the pool for casual swimming before or after their lessons, or use the steam room or spa.
- Photography and video is not permitted within the Friends Health & Fitness premises. Please respect the privacy of other Centre users.
- To protect and maintain a healthy environment, children must not attend lessons if they are feeling unwell or showing respiratory issues.
- Lessons are not delivered on public holidays. Term fees are adjusted to reflect this at the time of the booking.
- Friends Health & Fitness Swim School is delivered using the Royal Lifesaving Swim and Survive framework.
- Management reserves the right to refuse entry, suspend or cancel enrolments without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, under the influence of drugs/alcohol or does not adhere to the general conditions of entry.