

## Enrolment Terms and Conditions

Updated 11/9/2026

Friends Health & Fitness continues to ensure the safety of our clients and staff at all times.

### 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.
- Lessons are not delivered on public holidays. Term fees are adjusted to reflect this at the time of the booking.
- There are no make-up lessons for missed classes. Credits will not be granted for absences due to going away on holidays, exams or clashes with other activities.
- 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.
- Friends Health & Fitness Swim School is delivered using the Royal Lifesaving Swim and Survive framework.
- Instructors are subject to availability and may change without notice.
- The Enrolling parent/guardian is responsible for all personal details of the student, unless prior permission has been granted. Requests to change the student's personal details (including withdrawals) must be made in writing by the Enrolling parent/guardian to [fhf@friends.tas.edu.au](mailto:fhf@friends.tas.edu.au)

### Withdrawal Conditions:

- Requests to withdraw from the Learn to Swim Program will be accepted until the first Sunday preceding the commencement of term. In such cases, a full refund will be offered.
- Once the term has commenced, withdrawals require a minimum of two weeks' notice. A credit will be applied for any remaining lessons. Refunds are generally not provided.
- If you request a refund, your child's spot will not be reserved for future enrolments.

### Medical Credit Conditions:

- Children who have a serious injury or illness can notify the Centre, within 14 days, if they will miss two (2) or more consecutive lessons and request a Credit Application Form.
- All requests are dependent on the completion of a Credit Application Form and the provision of a valid medical certificate covering all absent dates.
- In most cases a credit will be applied for missed classes, your child's place will be held for the remainder of the current term including the re-enrolment period for the following term.
- If you request a refund, your child's spot will not be reserved for future enrolments.

### 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 focused 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.
- Students must use the assigned Child or Family Change rooms, located off the foyer. Please review signage for appropriate use.
- Swimmers are not to get changed on the pool deck or utilize the Members and Public changerooms.
- To protect and maintain a healthy environment, children must not attend lessons if they are feeling unwell or showing respiratory issues.
- 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, is under the influence of drugs/alcohol, or does not adhere to the general conditions of entry.

### **CCTV & AI-Assisted Safety Monitoring:**

For the safety and security of our members, staff and visitors, CCTV cameras and AI-assisted supervision technology operate within parts of this centre.

By becoming a Learn to swim participant and using the centre, you acknowledge and consent to:

- CCTV cameras recording images within designated areas of the centre for the purposes of safety, security, incident response, risk management and the protection of members, staff and property.
- CCTV and AI-assisted technology operating as a supplementary safety measure to help identify potential safety incidents such as a risk of drowning or an unacceptable situation that may require staff attention.
- Images and information collected through these systems being handled in accordance with the facility's privacy policies and applicable privacy laws.
- CCTV and AI-assisted monitoring not being used in private areas such as toilets, showers or change rooms.

You understand that while the facility takes reasonable steps to use these technologies appropriately and for legitimate safety and security purposes, no monitoring system can guarantee the prevention or detection of every incident.