

UNLEY
SWIMMING
CENTRE

THE CITY of
Unley

15 LEARN TO SWIM

TERMS AND CONDITIONS



Unley Swimming Centre Learn to Swim Terms and Conditions

Current Students

All current students are required to re-enrol before the commencement of the following term. Lesson times do not carry over automatically. Please note that if you do not re-enrol, it is assumed you will not be returning.

Re-enrolments are prioritised to existing students for a period of time post term completion before enrolments are open to new students.

Students who miss a Term of lessons for any reason, will be required to undertake a new skill assessment to determine your child's most appropriate level.

New Students

Students new to the Learn to Swim program may be required to undertake a skill assessment prior to joining.

- Students aged 6 months to 4 years of age can join without a skill assessment.
- Students aged 4 years and older will be required to undertake a skill assessment prior to joining.

Skill assessments are by booking only, with sessions advertised at unley.sa.gov.au and on our social media pages. Skill assessments outside of the advertised times can be made by mutual agreement with the Aquatic Services Officer.

Health Declarations

Participants are required to record in their Active World profiles of any medical conditions that may impact on their safety and wellbeing whilst undertaking the Learn to Swim program.

Please discuss any health conditions of significant concern with the Aquatics Services Officer prior to the first lesson.

Payments

Payment is for the entire term of lessons and is due at the time of booking your lesson.

Places cannot be held without payment.

Term fees are adjusted according to when the student joins the program.

Discounts and Promotional Codes

Current 12 Month Membership holders (*Adult, Concession or Family*) are entitled to 20% off the total program cost per child.

Families with 3 or more children booked into the program receive 20% off the 3rd and any subsequent child's term cost.

Promotional codes will be given to qualifying participants by the Aquatic Services Officer for use at the time of payment. These codes are for use only by the eligible participant. The misuse of this codes may result in a cancellation of booking and loss of payment.

Promotional codes are to be used at the time of payment, and cannot be applied to previous purchases, nor combined with any other offers or discounts.

City of Unley Swimming Centre is not liable for the failure to use an issued promotional code at the time of payment.

Refunds or Credits

No cash refunds under any circumstance. Inability to attend will only be received in writing and considered due to medical impairment, accompanied by appropriate evidence.

Transfer of fees/credits may be allowed for sickness/injury or extenuating circumstance.

Each case will be assessed individually, and the Swim Centre Lead's decision is final.

We do not refund or credit your lessons if your child chooses not complete or enter their lesson.

We do not provide refunds or credits for unused make ups or missed classes.

Cancellation of enrolment

Enrolments made with an upfront term payment are considered a full-term commitment. Refunds and credits will only be considered if extenuating circumstances exist (*Refer to 'Refunds or credits'*).

Make Up Lessons

Make up lessons are dependent on a vacancy in a class and the same instructor cannot be guaranteed.

Absences and bookings of make-up lessons must be done via the customer portal, accessible in the Active World APP.

We cannot accept notification of absences and/or booking make-up lessons via phone, text, email or verbally to pool staff.

Make up lessons can only be used in the term the student is booked, they will not be carried over into the next term and cannot be used during holiday intensive periods.

If you are unable to attend the scheduled make-up lesson, it will be forfeited.

There will be no refund or credit given for missed or unused make-up lessons as make up lessons are not guaranteed.

Make up lessons must be taken at the child's swimming level.

Make up classes owing cannot be transferred to a sibling.

Make-ups cannot be issued for non-attendance during the last week of any swimming term.

It is a parent/guardian's responsibility to book makeup lessons.

Lesson Cancellations

The City of Unley will not be held financially liable for any decision to cancel lessons due to unforeseen circumstances where the safety of patrons may come into question. This includes such circumstances such as unforeseen plant and equipment failure, water chemistry problems, natural disasters, or power outages.

As the City of Unley Swimming Centre is an outdoor facility, weather conditions have been considered for the cancellation of lessons. These are extreme storm conditions, lightning conditions, and extreme heat. If this occurs, we will arrange another time for students to complete lessons.

Public Holidays

There are no swimming lessons on public holidays at the Unley Swimming Centre unless specified otherwise.

Parents and Guardians Responsibilities

Participants under the age of 10 must be checked into their respective Learn To Swim class and collected from their class by a parent or guardian promptly post lesson so the instructor can continue with their next lessons without delay.

Parent/Guardian access on lesson days as a spectator is free of charge.

If a parent/guardian or sibling not in the Learn to Swim program intends to swim after the lessons, normal entry fees apply in this circumstance.

It is the parent/guardian's responsibility to check all grounds and change facilities for lost property. All property left behind will be donated to charity after being held for a maximum of two weeks at the Centre.

Supervision Requirements

Students are free to swim in the designated recreation spaces, prior to or at the conclusion of their allocated lessons. It is however the responsibility of the parent / guardian to make sure the child is properly supervised as per centre policy.

Unley Swimming Centre is '*Watch Around Water*' facility, this policy outlines requirements for child supervision in an aquatic environment and must be followed, including the wearing of wristbands where required.

Children under the age of five (5) who swim before and/or after their lessons must be accompanied in the water and within arm's reach, by a person over the age of sixteen (16) and be wearing a pink wrist band that can be issued at reception.

Children under the age of ten (10) must be actively supervised by a parent/guardian at all times within the centre and while in the water and must wear a yellow wrist band that can be issued at reception.

Participants under the age of ten (10) cannot access the facility without a parent or guardian present.

Behaviour Policy

Every student deserves the right to learn in a non-interrupted and safe environment. The Learn to Swim program behaviour policy is a two-warning system, then a time out. In the event of misbehaviour, the instructor may ask your child to sit out for a small period of the lesson.

The City of Unley Swimming Centre is a community friendly environment. No discriminating, insulting, offensive or vulgar behaviour will be tolerated. Persons not complying will be asked to leave at the discretion of Centre staff without refund.

Communication

The Unley Swimming Centre uses the Active World messenger portal as the primary communication channel. Access to the messenger portal is via the Active World APP used during the registration process.

In addition, communication may be made via email, text message, phone calls or website and social media updates.

Please ensure all contact details are entered into the Active World profiles and are up to date to receive any correspondence relating to the Unley Swimming Centre and the Learn to Swim program.

Management Rights

The Unley Swimming Centre reserves the rights to change the Learn to Swim program at any time. This may include but is not limited to changing class times, instructors, or format.

In the event of changes being made, the Centre will notify all current participants of the changes within seven (7) days of implementation.

The conditions listed are subject to change and must be read prior to the start of each term by new and re-enrolling families.

On Arrival

Arrive 10 minutes before the class start time.

Stop at entrance window for check in with a staff member.

Head to your allocated class and meet your instructor.