

**UNLEY
SWIMMING
CENTRE**

THE CITY of
Unley

PHASE THREE AQUA TRIAL

**TERMS AND CONDITIONS
FOR TRIAL SESSIONS DURING
PHASE THREE EXTENDED
SEASON 2025**



Phase Three Aqua Trial Terms and Conditions

Phase Three Trial Program Specific Terms

The following Terms and Conditions may vary to those that are in operation during the normal season operation. Please ensure that you have read and understand the requirements of the Phase Three trial sessions.

- Bookings will open 7 days in advance of the scheduled Saturday session.
- Sessions will require a minimum of 8 participants in order to proceed.
- Deadline for the sessions to reach the minimum of 8 participants booked in will be 5pm on the Thursday prior to the scheduled class. If at this point there is less than 8 participants booked in, the session will be cancelled and those booked in will be contacted via email and passes returned to their Active World accounts.
- If booked participants drop below 6 after the Thursday deadline and prior to the Saturday session, the session will be cancelled and those booked in will be notified via email and passes returned to their Active World accounts.
- Sessions will not be offered during July.
- Booking and payment procedures remain unchanged from normal processes. These can be viewed online at <https://www.unley.sa.gov.au/Events-programs-facilities/Facilities-venues/Unley-Swimming-Centre/Aquarobics>
- No cash refunds are given under any circumstance. In the event a refund is required, this will be provided as a credit and placed onto the members profile for use within 12 months.
- As the City of Unley Swimming Centre is an outdoor facility weather conditions have been considered for the cancellation of sessions. In extreme storm conditions including close proximity lightning activity, the sessions may be subject to cancellation. Sessions will not be cancelled for cold or inclement weather.

*Please Note: Management reserves the right to cancel the Phase Three Aquarobics Trial, if sessions repeatedly do not meet the required minimum participant numbers.

Bookings

Attendance is by online booking only with sessions capped accordingly.

All Aquarobics sessions are capped at a maximum of 22 participants. Once capacity has been reached, bookings will no longer be taken.

Bookings can be made 7 days in advance via the Active World APP. A customer profile will be required prior to booking.

Payment must be made online at time of booking, either casually by credit card or by using a Group Fitness multi visit pass.

Payments

Casually

Casual payments can be made online using the Active World APP and paid via the use of a credit / bank card.

Group Fitness Multi Visit Pass

The Group Fitness multi visit pass is available for purchase online using the Active World APP and at the Centre. A customer profile will be required prior to purchase.

Cancellations

Group Fitness Multi Visit Pass Holders

If you can no longer attend your booking, click on the "My Schedule" portal in your Active World app and select "Notify Absence" at least 2 hours prior to your scheduled session.

The allocated pass will be credited back on to their pass automatically.

Please note: If a cancellation is made within 2 hours of the session commencing, the pass will be forfeited.

If a session is cancelled by the Centre for any reason (*storms, instructor illness etc.*), a pass will be reinstated onto the members Multi Visit Pass.

Casual Payments

Casual payments will not be automatically credited when the "Notify Absence" option is selected, therefore participants who pay casually for a session, will need to contact the Centre either on 8372 5456 or via the "Messenger" portal on the Active World APP, at least 2 hours prior to your scheduled session.

Please note: If a cancellation is made within 2 hours of the session commencing, the session will be forfeited. No cash refunds are given under any circumstance.

If a session is cancelled by the Centre for any reason (*storms, instructor illness etc.*), a credit will be placed onto the members profile for use within 12 months.

Health Declarations

Participants are required to notify the staff of any medical conditions that may impact on their safety, wellbeing, and enjoyment.

Please discuss any health conditions of concern with staff prior to your first session.

On Arrival

Arrive 5 minutes before the class start time.

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

If it is your first time attending a class, please let the Group Fitness Instructor know so that they can help you get started and guide as required throughout the class.

Entry will not be permitted 10 minutes after the class has started.