

Dolphins Swim School Terms & Conditions

General

- Classes with Dolphins Swim School coincide with NSW Public School terms. Classes are held on pupil free days. Generally Swim School Terms will be 10 weeks in duration.
- Dolphins Swim School reserves the right to cancel or change classes and instructors, or move students due to operational requirements.
- Dolphins Swim School strives to maintain continuity of instructors. All instructors are AUSTSWIM or Swim Australia qualified and hold current CPR certificate & Working with Children Checks.
- We cannot guarantee the same instructors each term.
- Our preferred method of communication is email. All changes to terms and conditions, updates, promotions and newsletters will be distributed by email. Please ensure ALL contact details are kept up to date.

Enrolment

- Full payment for the term is required upon booking to secure your position within Dolphins Swim School.
- Fees are NON REFUNDABLE and NON TRANSFERABLE.
- If you are unable to commit to the term, Dolphins Swim School recommends you do NOT enrol into the term, as all missed lessons are forfeited.
- Cancellations due to exceptional circumstances will incur a \$50.00 administration fee. Requests for cancellations must be in writing.
- Refunds or cancellations are not guaranteed and are subject to the Aquatic Manager's approval. Any refunds provided will not include amounts paid by voucher (i.e.: Active Kids Vouchers).
- Fees and Charges are reviewed annually under the City of Parramatta's Fees & Charges review process.
- Valid NSW Active Kids Vouchers are accepted by Dolphins Swim School for Term bookings. Vouchers must be presented on booking. No refunds/credits will be given for vouchers presented after full payment has been accepted.

Swim Wear Policy

- 0-3 year olds and non-toilet trained children MUST wear an aqua nappy during lessons.
- All swimwear should be made of lycra or nylon and is to be worn at all times in the water. No underwear, nappies, boxer shorts or cotton outerwear permitted.
- If you do not have the appropriate swim wear you may be asked to leave water or swimming lesson.

Membership Cards and Entry

- Dolphins Swim School membership cards will not be issued until full payment is received.
- Valid membership cards allow entry for the enrolled student and one spectator, 60 minutes prior to their class time. Additional swimmers and spectators must pay the appropriate fees to enter and use the facilities.
- Membership cards MUST be scanned at reception upon entering the centre. Replacement cards will attract a cost of \$5.00 per card.

Supervision

- All children under the age of 10 must be accompanied by a responsible adult aged 18 or over, at all times.

- Children under the age of 5 must be within arm's reach of their parent/carer at all times.
- A Parent/carer must be present for the duration of their child's swimming class.
- The instructor's duty of care does not begin until the swimmer is placed into their class and ends when the class is complete.

Missed Classes, Sickness & Absences

- Dolphins Swim School does not offer make up lessons. Missed lessons will be forfeited.
- Do not send children to lessons if they are unwell. This assists us in keeping other students and the staff well.
- Dolphins Swim School reserves the right to remove a sick or unwell student from lessons to prevent disease transmission.

Pool Closure

- NSW Department of Health protocols state that the pools must remain closed for a set period of time if there has been an incident including faecal or vomit.
- In the event of an electrical storm the pool will be evacuated to ensure your safety.
- No refunds or make ups are offered for missed lessons due to contamination or electrical storm.
- Lessons will be conducted in an alternate body of water if available during the contamination period.

Health & Safety

- Dolphins Swim School members are asked to keep the Swim School informed of any medical conditions that you/your child may have. Providing this information will assist us in ensuring your/your child's needs can be catered for and is critical in the event of an emergency.
- Dolphins Swim School Members must abide by the conditions of entry. Failure to do so may result in removal from swimming lessons and withdrawal from the program.
- Should the centre be evacuated please do not remove your child from the instructor's care. Please join your child's class where possible and follow the direction of the instructor and other staff. Once all class participants are accounted for and it's safe you will be advised and be able to leave the assembly area.
- We ask that you seek permission from the Duty Manager or Swim School Supervisor before taking any photo's or videos of your child's class.
- Smoking or the consumption of alcohol are not permitted within the centre. We do not permit smoking within a 10 metre radius of the Centre.

The information provided by you on this form will be used by City of Parramatta or its agents to process this application. The provision of this information is voluntary, however if you do not provide the information, Council may not be able to fully process your application. Once collected by Council, the information can be accessed by you in accordance with Council's Access to Information Policy and Privacy Management Plan or in special circumstances, where commonwealth legislation requires or where you give permission for third party access.