

CGGS Aquatic – Terms & Conditions

1. NEW ENROLMENTS

Enrolments are secured upon full payment being received.

2. RE-ENROLLING FOR THE NEXT TERM

To confirm your enrolment for the next term, payment must be received no later than the last day of the current term. If payment has not been received by this time, your position will be considered available and offered to the next applicant on the waitlist. Students who are re-enrolling remain in their class unless they are moving up a level or wish to change the day or time of their class.

Invoices will be sent via email two/three weeks prior to the end of the current term. If you do not wish to enrol please notify the CGGS Aquatic Administration Office as soon as possible.

3. REQUEST FOR LESSON CHANGES

You can change the day/time at any stage throughout the term. The week before the invoices are issued is set aside to process requests for changes for the following term. Whilst every effort is made to accommodate requests for change, it is dependent on the availability of vacancies and no guarantee can be given to accommodate requests.

4. FEES AND PAYMENT METHOD

Term fees are payable in full by the end of the previous term for existing clients and at the commencement of term for new clients. Of the total term fee, \$30 per student per class is a non-refundable deposit. Payment may be made by the following methods:

- Credit card on-line
- Internet transfer

Please quote "Surname + invoice no." in the reference filed when paying by internet transfer so that payments can be assigned accurately.

5. UNSUCCESSFUL PAYMENTS

Any payment which is declined by the bank for any reason, may attract an administration fee of \$25.00.

6. CANCELLATION/ENROLMENT WITHDRAWALS

An enrolment withdrawal can be requested at any stage. You will receive a refund for the remaining lessons less \$55 (\$30 non-refundable deposit plus a \$25 administration fee).

7. MAKE-UP LESSONS

Students are permitted a maximum of two make-up lessons per term upon prior notification of cancellation.

Make-up classes **WILL NOT** be given for classes where no notification of the cancellation was received prior to the lesson.

Make-up classes **WILL NOT** be given for a previously arranged make-up class that is missed, whether prior notification was received or not.

Make-up classes cannot be transferred to the following term.

8. CHECKING IN

All students must check in at reception every lesson.

9. PUBLIC HOLIDAYS & SCHOOL HOLIDAYS

Classes do not run on public holidays or term school holidays.

10. TEACHER & TIME CHANGES

CGGS Aquatic reserves the right to change instructors or move students if the need arises. Although we strive to maintain consistency with instructors this is not always possible.

11. SWIMMING ATTIRE

All students are required to wear a swim cap at all times when in the pool. It is recommended that all students wear goggles. Please refrain from dressing your child in board shorts, rash vests or bikinis.

12. PARENTAL SUPERVISION

All children must be accompanied by a parent or guardian whilst attending the centre. Children must be collected by a parent or guardian over the age of sixteen at the conclusion of every lesson. Children are not to be left poolside unattended or enter the water until the teacher is present.

13. PHOTOGRAPHIC & VIDEO IMAGES

Photographs or video footage are not allowed to be taken of a child or children whilst they are in the centre. Parents and relatives/friends wishing to take images of their child/ren during class must obtain consent from all other parents or guardians whose children are in the same class.

Any photographic or video footage taken by staff is used strictly in-house for training purposes only. Parental permission will be obtained for any photographs to be used in a newsletter, advertising material or on the website.

14. MISCELLANEOUS

Students and parents are not permitted in the pool before or after class.

Children aged 7+ are not permitted in the opposite sex changeroom.

All unclaimed lost property will be donated to charity at the conclusion of each term.

Parents are asked to refrain from approaching the teacher until after their child's session has concluded.

15. PRIVACY STATEMENT

The personal information collected by CGGS Aquatic is used for swim school use only. Information such as medical details is required to assist in accommodating individual needs and abilities.