



# CGGS Swim School Terms and Conditions

These Terms and Conditions apply to your application for enrolment at the CGGS Aquatic Centre which is conducted by CGGS Aquatic and during any period in which you or your child is enrolled and during any period of re-enrolment.

## **1. NEW ENROLMENTS**

Enrolments are secured upon full payment being received and subject to a position being available in the class in which the enrolment is sought.

## **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 school holiday period prior to term commencing. 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 during the school holiday prior to the term being invoiced for. If you do not wish to re-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, subject to availability. 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 enrolment, 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). CGGS Aquatic may also cancel a child's enrolment on grounds that include that the child has misbehaved, failed to comply with the reasonable directions of his or her teacher or is disruptive to his or her class, or the student's parent or guardian engages in misconduct or unacceptable behaviour while attending the Centre.



## **7. MAKE-UP LESSONS**

Students are permitted a maximum of two make-up lessons per term, upon prior notification of cancellation 24 hours in advance. 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 prior to the commencement of every lesson.

## **9. PUBLIC HOLIDAYS & SCHOOL HOLIDAYS**

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

## **10. HOLIDAY PROGRAMS**

Holiday programs are run at the discretion of CCGS Aquatic and are subject to minimum numbers. Payment must be received at the time of booking to secure your position in the holiday program. Make-up classes WILL NOT be given for holiday program classes missed. In the event a student is unable to attend the holiday program due to medical reasons, and a Medical Certificate is provided, a full refund less a \$25 administration fee will be given. CCGS Aquatic reserves the right to cancel a holiday program where minimum student enrolments are not met. Cancellations will be notified to the student's parent or guardian in writing via email by close of business three (business) days prior to the scheduled commencement of the holiday program. Where a holiday program is cancelled a full refund of the amount paid will be given.

## **11. TEACHER & TIME CHANGES CCGS**

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.

## **12. 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.

## **13. 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 or a sibling over the age of sixteen at the conclusion of every lesson. All children under the age of 10 years old must have a parent or guardian or sibling over the age of sixteen actively supervising during the entire lesson. Children are not to be left poolside unattended or enter the water until the teacher is present.



#### **14. LIMITATION AND EXCLUSION OF LIABILITY CCGS**

Aquatic is not liable to the student or their parents for any loss or damage whatsoever or howsoever caused arising directly or indirectly in connection with the enrolment and attendance of a child at the Centre, except to the extent that such liability may not lawfully be limited or excluded. Where CCGS Aquatic cannot by law exclude such liability, its liability under these terms and conditions will be limited, at its choice, to the supply of services pursuant to these terms and conditions or the payment of the cost of those services supplied again. To the fullest extent permitted by law, CCGS Aquatic excludes all warranties implied by law except as expressly set out in these terms and conditions.

#### **15. PHOTOGRAPHIC & VIDEO IMAGES**

Photographs or video footage are not allowed to be taken of a child or children whilst they are in the centre. \*Section about some photos taken with permission has been removed

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.

#### **16. POLICIES AND PROCEDURES**

All persons who attend at CCGS Aquatic Centre are required to comply with and abide by all of its policies and procedures as published from time to time. In particular, all children who attend CCGS Aquatic Centre have a right to feel and to be safe. CCGS Aquatic requires all persons to comply with its child safe policies including: • CCGS Child Safety Policy • CCGS Child Safety Code of Conduct Policy • Swimming Victoria – Commitment Statement and Code of Conduct

#### **17. 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 either be destroyed or 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.

#### **18. PRIVACY STATEMENT**

The personal information collected by CCGS Aquatic is used for swim school use only. Information such as medical details is required to assist in accommodating individual needs and abilities. \*Website removed from this section, as privacy policy cannot currently be found on the site