

To ensure that every participant receives the maximum benefit from the programs and services at the Centre, please take the time to read through the following Learn to Swim Terms & Conditions, relevant to the Manly Andrew 'Boy' Charlton Swim School.

General Conditions

Members must complete all the required forms before commencing lessons. All participants must abide by general terms and conditions of the Swim School Program. Management reserves the right to refuse entry, suspend or cancel a membership without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry. Every effort will be made to adhere to the timetable but Manly ABC reserves the right to change and alter classes as necessary.

Supervision

Parents are not permitted to leave children under the age of 10 unaccompanied at any time while they are in the Centre, including during a Swimming Lesson. Children must be accompanied by a guardian 18 years or over at all times.

Payment of Fees

Swim School Memberships are debited fortnightly in advance from your selected bank account and will show on your statement as Northern Beaches Council, there is a 7-day cooling off period from your first lesson. There is no refund for any monies paid in advance. Lesson fees will increase each financial year in line with councils adopted fees and charges.

All dishonored payments will incur a \$2.50 penalty fee. More than 3 outstanding payments will result in cancellation of lessons. Any outstanding fees must be paid in full prior to re-joining the program.

Missed Lessons

To minimise disruption, the Swim School does not offer make up lessons. In the event of a missed lesson and you will be given a Family practice pass for you to enter the pool free of charge on your next non-lesson visit. The Centre must be notified by email up to 30 minutes prior to your lesson to advise us that you will not be attending to receive a Family Practice Pass. There is a maximum of six Passes per calendar year. These are not able to be "Tacked" on the end of your enrolment period. ****Practice passes will be valid for until December 31st each year, you cannot stay enrolled in your current class or payments cannot be stopped to clear up any passes, passes are unable to be extended past the initial expiry date. All passes are to be utilised by the allocated expiry date or they become void.**

Squads Swimmers are eligible for a set number of missed sessions per calendar year dependent on level. The Centre must be notified by email up to 30 minutes prior to your lesson These can be used as either a rescheduled session (must email at least 68 hours in advance to book) or as a family Practice Pass .

Swim Stars Lessons need to give at least 24 hours' notice for another lesson to be arranged or you forfeit the lesson.

****Passes allow entry for 5 people (max of 2 adults)****

Suspension

Maximum of 4 weeks suspension per Calendar year is available. 14 days written notice via email. Further details can be found via the swim school page on the website. A \$5 fee per week per enrolment will need to be paid instead of the normal lesson charge.

Cancellations

Minimum of 30 days' notice is required to cease lessons. Notification is required in writing via the cancellation form. The form must be completed in the Centre and cannot be emailed or sent out to you. No emails will be accepted for cancellations, nor will cancellation requests be backdated to the date of an email sent regarding cancellation. No refund will be given for any monies paid in advance unless a medical certificate or proof of relocation is provided (needs to be more than 25kms from the Centre to qualify).

During the cancellation period you are not eligible for any missed lesson options (Suspensions or Notifications) unless a medical certificate or relocation documents are provided.

Assessments, Progression and Certificates

Courage & Active Levels: Students will progress through the levels of the program as they attain the skills and confidence. The rate at which each student progresses will be assessed on an individual basis and time needed in each level may vary. For feedback on how your child/ren is/are progressing please see the Swim School deck supervisor on duty.

Assessments are ongoing and classes are assessed every 4-5 weeks. When students are ready to progress to the next level you will be notified of your new class time via email when a suitable position becomes available. We will always endeavor to keep this within the hour of your current class time however we are unable to guarantee this with each progression through the program.

Wonder Levels: Water familiarisation (infant) classes are age based assessments and you will be required to be in the water with the student until they turn 3 years old. Thereafter, you may be required in the water until the student is comfortable and able to understand safety criteria in a lesson to progress to independent levels. Certificates of participation and achievement will be issued by the Swim School Assessor upon completion of a level at the request of the parent.

Squads: Test sets are run approximately every 7-8 weeks. Swimmers will be required to complete a test set competently with correct technique and maintaining required test set times to be eligible to move to the next squad. There may also be a requirement to attend a certain number of session dependent on the squad level, which will be discussed with you by your coach. If eligible to progress to the next level you will be notified by email.

Reception and Access

All swim school members must swipe or present their card at reception every time they attend the Centre. If the participant misplaces their card, it is advised that the Centre be notified immediately. A replacement fee will be charged for the replacement card. Swim school members are to advise of any changes in address or phone numbers. Swim school members are to understand that the facilities are available to the general public and not exclusively to the members.

Healthy Swimming and Swim Attire

Appropriate clean and suitable swimming attire is required for entry to the pool and should shower prior to entering the pool.

Children up to the minimum age of 36 months must wear a tight fitting aqua nappy and swimwear with elastic waist and leg bands. Disposable and/or cloth nappies are not permitted. Non-compliance will result in you be asked to leave the lesson to put a swim nappy on. Constant non-compliance may result in cancellation of lessons.

****Accidents can happen:** Any "accidents" result in closure of the pool for a minimum of 5 hours for water quality treatment once cleaning has been completed. This doesn't only effect your lesson but all lessons after it and also members of the community wanting to utilise the pools.

****Be Mindful:** The pool is a warm and fun atmosphere and small children that may be newly toilet trained can still get distracted in this type of atmosphere and forget to let you know they need to go to the toilet. It is recommended during leisure time in the facility you are regularly taking your children to the toilet during your visit and aqua nappies are changed regularly.

Events

Please Note that the Centre is a large multipurpose facility and may be used for sporting events throughout the year. During these periods there may be disruptions to the availability of the Centre for swimming lessons. The Centre will use its best endeavors to accommodate all users of the Centre during these periods; however in some circumstances cancellations may be necessary. The Centre will make every effort to keep you informed of potential disruptions or cancellations throughout your child's enrolment in the Swim School program.