



## Terms and Conditions

**General Conditions:** Every participant is required to comply with the Swim School Program's standard terms and conditions. The management retains the authority to deny entry, suspend or terminate lessons without reimbursement, or ask any individual to vacate the premises if they display irresponsible behaviour, use offensive language, are under the influence of substances, or fail to adhere to the established entry guidelines. While we strive to adhere to the published class schedule, please be aware that Splash Swim Soar may need to adjust classes as needed.

**Health and Absences:** If you or your child are displaying signs of illness, we kindly request that you refrain from attending our classes to prevent the risk of spreading illness to others, including our educators. It would be greatly appreciated if you could notify us via message or call in advance so we can plan accordingly. In cases of vomiting, please ensure your child does not attend for at least 48 hours after the last episode. For diarrhea, we require a 72-hour absence after the last episode. If your child has any other contagious or infectious medical conditions, please refrain from attending until they are no longer contagious or have medical approval.

If you and your family have travel plans and won't be able to attend your scheduled lesson, please inform our staff as early as possible to assist in class planning.

**Missed Lessons:** To minimize disruptions, Splash Swim Soar typically does not provide make-up lessons. However, if your child misses three consecutive classes due to extenuating circumstances (please notify management promptly) or due to a medical issue (with a doctor's certificate), a credit will be issued for the missed classes in the following term. Please note that credits will not be given for absences related to other sporting events, school holidays, or any other reasons. Additionally, classes are not conducted on public holidays, and these days do not factor into the fee schedule for the student's regular booked days.

**Payment of Fees:** Fees must be settled in full by the end of Week 2 each term. Payment options include cash, Eftpos, or bank transfer. We also accept the Active Kids & First Laps vouchers from Service NSW. If you anticipate difficulty in meeting this deadline, it's essential to discuss alternative payment arrangements with management to ensure your child's place in the class is maintained. NDIS clients will be billed directly through plan managers or the parent/carer of self-managed clients, as specified in the Service Agreement.

**Supervision:** All students under 16 years of age must be always accompanied by a parent or guardian while in our facility.

**Health Guidelines:** It's essential that all students wear appropriate and clean swimwear for their lessons. For children under 3 years old, in addition to swimwear, a swim nappy must be worn as an extra precaution. This double-layer approach helps minimize accidents and ensures the facility's hygiene standards are maintained. Before entering the pool, please make sure pockets are emptied for both children and parents. For safety reasons and to keep our filters clean, students with hair longer than ear length should have their hair tied back away from their face.

Upon entering the facility, all patrons are required to thoroughly sanitise their hands. Sanitising stations are conveniently placed by the front door and throughout the facility. We maintain a rigorous cleaning regimen



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for all high-touch areas and teaching equipment throughout both morning and afternoon sessions. If you notice any areas that require attention, please inform our front desk team. Whenever possible, please arrive already dressed and prepared for your lessons.

**Photography:** Please consider other families & staff when taking photos or recording videos. We have vulnerable families utilising our centre that can not be photographed or videoed for legal reasons. We understand that you may wish to capture special moments in the water, however, please consult staff before using your phone/camera in the facility.

**Privacy & Confidentiality:** The privacy and confidentiality of our families are of utmost importance at Splash Swim Soar. We ensure the security of all records and information by storing them in a secure cloud-based system. Any personal and health information we collect is solely for the purpose of delivering safe and effective services to our families. It will only be shared with those who require it to ensure the best possible outcomes for the students.

**Social Media:** We invite you to connect with us on Facebook or Instagram. This provides the quickest and most convenient way for us to communicate important updates and information to our extensive clientele.

**Thankyou**