

Splash's Swimming School - Terms & Conditions



Our terms and conditions have been developed to ensure Splash's operates professionally and fairly for all. Please take the time to read our terms and conditions listed below. They are also available on our website.

Enrolment

- Your enrolment is ongoing until you choose to cancel your booking.
- Cancellation forms are to be received by the 21st of the month to ensure the payment is ceased prior to the next scheduled direct debit date. Cancellation forms received after the 21st of the month will incur the next month's direct debit payment.

Payment of Fees

- Fees are payable by monthly direct debit as per Fee Schedule on our website (under FAQs).
- Direct debits will be processed on the 1st of each month (or next available business day) with families only being debited for the number of lessons in that month. No fees are applicable on public holidays or school holiday periods.
- It is your responsibility to ensure there are sufficient funds in your account each month. If your payment is rejected, you will incur a \$5.50 fee charged by LinksPay.
- The total outstanding amount (payment plus fee) to be settled by the 10th of the current month.

Missed Lessons

- Each student is entitled to one make-up lesson per term, as a substitute for a missed lesson. Make-up lessons to be arranged to coincide with vacancies or cancellations in existing classes.
- Make-up lessons cannot be carried over to the following term and there are no refunds for non-attendance of lessons.
- Make-up lessons are to be scheduled up to a maximum of 7 days in advance.

Accelerate Program

- Accelerate Program (school holiday period) payments are due in full at the time of booking. As lesson prices are discounted we are not able to offer make-up classes for missed lessons.

Health Issues

- If your child has a contagious condition, we ask that your child doesn't participate in lessons.

Parents

- Parents are required to use the Viewing Area to watch their children so we can maintain a distraction-free learning environment.
- Parents are requested to supervise their children whilst at Splash's Swimming School. This includes before, during and after their scheduled lesson, and children not participating in Splash's programs.
- Children must be supervised at all times on the seal ride, in the Café courtyard and the outside playground.

Change Rooms

- Students 7 years and older are to use their same sex change room only (special needs students excepted). Special needs students may request the use of the special needs change room (please obtain key from Reception).
- For everyone's comfort please read, and adhere to, our Cool Rules posters in the change rooms.

Photos/Social Media

- Should you wish to photograph or video your child in their class please seek permission from us.
- Out of respect for other families, we ask that no videos of Splash's lessons be posted on social media. Photos are permitted as long as they only feature your child.

General

- Please consume all food and drink in the Café or Viewing Area (not inside pool area or change rooms).
- Splash's Swimming School is not responsible for property that is lost.
- Exchanges for faulty merchandise items can only be made within 14 days, with receipt provided.

Splash's Swimming School reserves the right to amend these Terms and Conditions.

I/We understand and agree to the above terms and conditions.

Signature Printed name Date / /