

## **Splash's Terms and Conditions**

All patrons 15 years and younger must be actively supervised by either a parent, guardian or other responsible person.

All swimmers must check in at the self-serve kiosks to mark themselves present at each lesson.

Inappropriate behaviour, physical, verbal or otherwise may result in removal from the premises.

Splash's is a smoking, drug and alcohol-free venue. Any customer suspected of being under the influence or use of the above will be refused entry.

Personal property should not be left unattended. Splash's accepts no liability for any loss or damage to your personal property on the premises.

Students who are not yet toilet trained; must wear a suitable swim nappy while swimming. Please see reception if you would like to purchase a swim nappy.

No swimmer(s) are to enter class teaching areas, whether being used or not, prior to or after their class

## **Teacher and class changes**

While we strive to provide your swimmer with a consistent teacher and class, at times this may not be possible due to unavoidable circumstances. Absent teachers will always be replaced by a qualified Splash's teacher.

## **Medical**

You confirm that your swimmer(s) have no medical condition that may affect their ability to participate in swimming lessons. If the student does have such a medical condition, you confirm that the condition has been assessed by a medical practitioner, who has advised that it is safe for the student to participate in the swimming lessons.

You also confirm that you consent to your swimmers receiving emergency medical treatment in case of an emergency by Splash's staff.

## **Enrolment**

- Your enrolment is ongoing until you choose to cancel your booking
- Cancellation must be done in writing 7 days prior to the 1st of the month to ensure payment is ceased prior to the scheduled next direct debit date. Cancellation after 7 days prior will incur the next month's direct debit.

**Splash's Berwick**  
60 Kangan Drive  
Berwick 3806  
(03) 9707 5922

**Splash's Clyde Nth**  
5/121 Grices Road  
Clyde Nth 3978  
(03) 7009 4030

**Splash's Dandenong**  
137 Studd Road  
Dandenong 3175  
(03) 9792 5461

**Splash's Plenty Valley**  
14/855 Plenty Road  
South Morang 3752  
(03) 7009 2199

**Splash's Pakenham**  
4/114 Princes Hwy  
Pakenham 3810  
(03) 9701 3225

## Fees

- Fees are payable by monthly direct debit or 3 months in advance
- Direct debits are processed on the 1<sup>st</sup> of each month (or next available business day)
- It is your responsibility to ensure there are sufficient funds in your account each month. If your payment is rejected your account will incur a \$10.00 rejection fee. The rejection fee is charged by your bank.
- The total outstanding fee must be paid in full by the 10<sup>th</sup> of the month.

We will contact you at your nominated email address set out in the direct debit request if we need to contact you. It is your responsibility to notify us if your email address or contact details change.

Emails will be deemed to be received once sent, unless an email notification is received by the sender indicating that the email has not been successfully sent.

## Holding your lesson

- If you are going away and want to hold your place in the class you are currently enrolled in, simply pay a hold fee of \$25 per child or \$40 per month per family.
- Make up lessons cannot be used while your account is on hold

## Make-Up for missed lessons

- Make-ups – All swimmers are entitled to unlimited ups. Simply book your Make-up online at your convenience.
- You will receive a make-up voucher, when you cancel via the parent portal, prior to the commencement of your lesson.
- Make-up vouchers are valid for 2 months and can be used anytime - subject to class availability and provided you have a current booking.
- Make up lessons can be used for Accelerate program
- Non-attendance to make up lessons will result in the loss of the make up
  
- Make up lessons can be scheduled up to 7 days in advance
- Make up lessons are not available for private lessons. A credit can be applied for missed private lessons with a minimum of 24 hours' notice.
- Make up lessons cannot be used while your account is on hold
  
- Swimmers must have an active enrolment to take a Make-Up lesson and have no outstanding fees against your account. Make-Up lessons cannot be exchanged for a refund or credit, and expire after ninety (90) days if not taken.
- Any accrued make-ups will be forfeited if not used prior to cancelling your students booking(s)
- Accrued Make-Ups apply to the individual swimmer only and are not transferrable.

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- Make-up bookings are only valid when paired with a regular booking.

- Make-Up lessons will not be given if a lesson is missed during the Accelerate Holiday program.

### **Learning Guarantee**

- We assess each swimmer's progress on an ongoing basis, and you may request an assessment of your swimmers' skills at any time.
- If your swimmer is enrolled in our Core program in Levels L1 to L12 and has remained in the same level for 24 lessons or more with regular attendance, the swimmer will be eligible for additional lesson until they progress to the next level. This excludes Parent Child, Squad and Private lessons

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