

# MEMBERSHIP POLICIES

## 1. New Enrolments

Our membership form includes a signed acknowledgment to confirm that you understand and will abide by our policies.

Please note that Kool Swim Skool is a private member only facility and children may only begin lessons once membership has been accepted.

Your child will be placed in a class and will attend on the same day and time each week.

A position in a class is only secured when it is paid for in advance, including the membership fee. Payment in advance guarantees your child's position in the allocated class each week. We do not hold places without payment or accept part payments.

Enrolment is then ongoing until at least 2 weeks' notice of cancellation is given.

Memberships and lessons are not transferable to other people including family members and cannot be refunded or credited unless Kool Swim Skool is at fault.

## 2. Family/second lesson discount

Kool Swim Skools offers a 10% discount for the third sibling onwards (e.g. if a family were to have three children, there would be a 10% discount applied to the third child's block of lessons, whilst the first and second child's lessons would remain the same.) A 10% discount is also offered for children who swim two or more times per week. In this case, the 10% discount would be applied to the second block of lessons, while the rest of the block would still be charged at full price.

## 3. Membership Fee

Being a private facility, we have a once-off membership fee for all new enrolments of \$35.00 per child, which provides the child with a membership pack.

The membership fee is due and payable upon booking your child into lessons and is non-refundable.

## 4. Direct Debit Payment Option

This method of payment requires you to complete a registration form for IntegraPay which we set up. Please note the additional fees charged for direct debit on the IntegraPay form. Kool Swim Skool on a monthly basis will make a deduction from either your nominated bank account or credit card on a set date.

The direct debit amounts payable may differ depending on how many lessons there are in the period being charged for (for example if monthly it may be 4 or 5 lessons). Membership is ongoing and direct debits will continue until the Kool Swim Skool Manager receives a completed cancellation form.

## Commencing mid-month

If you are commencing lessons mid-month, the remainder of weeks in that month will need to be paid upfront, along with your membership fee to align with the scheduled direct debit payment date.

## Declined payments

If your bank declines a direct debit payment then the outstanding fees are due immediately upon arrival of your child's next lesson. Your child will not be able to participate until payment is made.

Should a direct debit fail, IntegraPay will charge a dishonour fee as outlined in the IntegraPay terms and conditions. If an automatic direct debit is returned 3 times, all direct debit privileges will be cancelled.

## Cancellation

Should you wish to discontinue lessons, a completed cancellation form is required to be received no later than 2 weeks before the required date of cancellation.

Direct debits will not be cancelled during the school holiday periods.

## 5. Make-up Lessons

We do not want your child to miss out on a lesson if they are on a holiday or unwell.

There is a limit of 2 make-up lessons in a 3-month period.

To qualify for a make-up lesson: Kool Swim Skool must be notified of a swimmer being absent at least 30 minutes prior to the class commencing. Make-up classes can be booked up to one week in advance and can be used at any time while enrolment is financially active (see below.) If a make-up lesson is missed, it cannot be made up. A cancellation of your enrolment will lead to a forfeiture of all unused make-up lessons on your account.

### NOTE

- Make-up lessons cannot be used to extend lessons past your "paid to" date.
- We do not guarantee make-up lessons with specific teachers and cannot always offer your preferred time.



- If you have make-up lessons available and advise of your cancellation 2 weeks in advance you are required to use these make-ups within the 2-week period. If you do not and cancellation has occurred, you will forfeit the make-up classes.
- If you miss a private lesson the make-up lesson will be in a group class.
- In some cases, due to class availability Kool Swim Skool may not be able to book a make-up class more than 48 hours in advance.

### 6. Missed classes

If 2 classes are missed and there has been no communication from the family, Kool Swim Skool reserves the right to cancel the memberships. Any unused lessons will not be refunded.

### 7. Lessons/Day Changes

If a group class has only one or two students in it, Kool Swim Skool reserves the right to consolidate or cancel the class. Opening days and hours may change at any time.

In both cases, Kool Swim Skool will provide at least one week's notice and staff will work with you to re-schedule your lesson to an appropriate time.

Kool Swim Skool does not guarantee teacher requests and a teacher's schedule may change at any time.

### 8. Swim Attire

Reusable swim nappies are required for hygiene reasons as any faecal incidents can result in pool closure. All children under 3 years of age must wear a reusable swim nappy. Older children who still require a nappy outside of swimming lessons must also wear a reusable swim nappy. It is recommended a disposable swim nappy or adjustable swim nappy also be worn under the reusable nappy to further minimise any

incidents. It is recommended that parents/carers wear a rash vest in the water. This assists the child to gain independence through reaching for and holding the shirt instead of the parent having to always lift and hold the child.

### 9. Pool Closure

When Kool Swim Skool elects to close for Christmas, public holiday or pool maintenance, you will not be charged for closure days.

If an unforeseeable incident occurs that requires the pool to be closed, e.g. faeces, you will be offered a make-up lesson.

### 10. Photo/Video Footage

*Can I take photos of my child in their swimming lesson?*

At Kool Swim Skool we welcome you capturing the special moments of your child on camera and video; however, privacy of others must be respected. If you wish to use a camera and video at Kool Swim Skool, it is conditional upon the following:

- If you capture an image of another child or individual, you must have all relevant individuals (their parents) consent to use images.
- You do not broadcast or publish images or video footage without consent.
- If you capture a private conversation of others when using a video camera or mobile phone, please respect the moment and either delete the footage or obtain all relevant individual consent to retain use or broadcast the footage.
- Under no circumstances are cameras, video cameras or mobile phones to be used in change room areas or showers.
- You agree to comply with any request from Kool Swim Skool staff to discontinue use of your camera, mobile phone or video and to delete requested images or footage, where Kool Swim staff reasonably consider that you are not considering or respecting the privacy of others under this policy.