



ENROLMENT FORM

PARTICIPANT DETAILS

Name 1: _____ DOB: / / Gender: M F
Name 2: _____ DOB: / / Gender: M F
Name 3: _____ DOB: / / Gender: M F

CONTACT DETAILS

Parent/Guardian Name: _____
Phone (Home): _____ Phone (Mobile): _____
Address: _____
Suburb: _____ Postcode: _____
Email: _____

EMERGENCY CONTACT DETAILS

Name: _____
Phone (Home): _____ Phone (Mobile): _____
Relationship: _____
Email: _____

SWIMMER MEDICAL HISTORY (please tick)

Does the swimmer have any medical conditions that may affect their swimming lessons? YES NO

If YES, please specify: _____

HOW DID YOU HEAR ABOUT US? (please tick)

Facebook Referral Website Google Other: _____

HAVE READ OUR SWIM SCHOOL TERMS & CONDITIONS?

YES (please tick & sign that you agree to SWIMTASTICS terms & conditions, please refer to our policies overleaf)

Parent/Guardian Full Name: _____

Parent/Guardian Signature: _____ DATE: / /

PAYMENT METHOD (please tick)

DIRECT DEBIT UPFRONT

SWIMTASTIC TERMS & CONDITIONS

Following are our Membership Policies which you should read **before** signing the Enrolment Form overleaf. Please initial each section upon reading.

1. General Information

We are a private, swim school facility, and children may only begin lessons once your enrolment has been accepted into our swim school. A position in a class is only secured once payment has been made in advance for swim classes to commence.

- Enrolment is ongoing and you can start at any time
- Your child will be placed in a class and will attend on the same day and time each week
- We do not hold class places or accept part payments
- Bookings and/or lessons are **NOT transferable or refundable** to other people (excluding family members) and cannot be credited unless fault has occurred by SWIMTASTIC. Any medical related credit requests may be applied for in writing for consideration by SWIMTASTIC.
- Planned SWIMTASTIC closures are on all public holidays and for up to two (2) weeks over the Christmas/New Year period. You are not charged for these days, therefore make up lessons are not required
- If a scheduled group lesson has only one (1) or two (2) students booked in it, SWIMTASTIC reserves the right to consolidate that class. SWIMTASTIC will give at least one week's notice of any change and will do our best to find a suitable alternative class
- SWIMTASTIC does not guarantee teacher requests and teacher schedules may change at any time
- We allow for one (1) make-up lesson per month as per the policy set out below

2. Enrolment Fee

A once-off enrolment fee of \$30.00 per child is charged and a membership pack provided. This fee is non-refundable and is due and payable upon booking your child into lessons.

3. Lesson Fees/Payment System

- Lesson fees are payable in advance.
- Only paid enrolments can attend classes. A position in a class is not held without payment.
- Our fee structure is calculated on a per lesson rate. Our preferred payment option is monthly Direct Debit payments. A deposit of two weeks of lesson fees will be charged, so lessons are always paid in advance.

A. Direct Debit is a month-by-month payment option.

- A Direct Debit form must be completed and returned upon enrolment.
- Please take note of any additional fees that are outlined on the direct debit form, including fees for declined debits
- A deduction will be made monthly on a fixed date from your nominated bank account or credit card on the noted date
- The Direct Debit amounts payable may differ depending on how many lessons there are in the month you are being charged for. For example, if charged monthly there may be four or five lessons in that month.
- Your swim school enrolment is ongoing and debits will continue until a completed cancellation form is received by SWIMTASTIC this MUST be completed and returned at least two (2) weeks before the end of the month. If we do not receive the form on time, the following month will be charged
- When commencing lessons mid-month, you will be charged upfront for the remaining lessons in the month to align with the Direct Debit processing dates, along with the membership fee and any deposits
- A security deposit of two (2) weeks' lessons may be charged with the upfront payment for the remainder of the month. Upon the customer providing the required two (2) weeks' notice of cancellation, these lessons can then be utilised
- Failed Direct Debit payments must be paid for prior to the next scheduled lesson
- Failed Direct Debit payments incur an admin fee from the Direct Debit provider. SWIMTASTIC may also charge an administrative fee for failed Direct Debit payments
- If your Direct Debit payment fails more than three (3) times in a row, SWIMTASTIC reserves the right to suspend Direct Debit payments and request upfront payments

B. 12 Week Pre-Payment provides you the option to pay in full for lessons in 12 week blocks.

- Payments are accepted by cash, card, or bank transfers. Part payments are not accepted
- A security deposit equivalent to up to two (2) weeks' worth of lessons may be charged at the time of enrolment
- Upon the customer providing the required two (2) weeks' notice of cancellation, these lessons can then be utilised
- Ongoing payments are due two (2) weeks prior to the expiry of the 12 week package
- SWIMTASTIC may charge an administrative fee for overdue payments
- Positions cannot be guaranteed after the expiration of a 12 week block without full payment

4. Changes to Lesson Fees

We try to keep our swim lesson fees as low as possible whilst maintaining the highest standards. However, as costs increase, SWIMTASTIC reserves the right to adjust our fee schedule if necessary. You will be given a minimum of 14 days' notice of any new fees.

5. Discounts

SWIMTASTIC families that have more than one child attending swimming lessons with us, they will receive the following discounts:

- A 5% discount is applied to each sibling enrolled, e.g a family of three children enrolling for lessons would receive a 5% discount on the second and third children. Enrolment fee's are not included in the 5% discount rates.
- Many children benefit from attending more than one swim lesson per week. A discount of 10% is offered for each additional weekly lesson a child may undertake

6. Make Up Lessons

- There is a limit of one (1) make-up lesson per month for notified absences.
- Make-up lessons are valid for 31 days only from the date that the notified lesson was missed. Unused lessons after this time will be forfeited
- We must be notified of absence, no later than two (2) hours prior to the start of the class. When notice is provided within this timeframe you are eligible for a make-up lesson. If notice is not provided within the required timeframe you would not be eligible for a make-up lesson
- Notifications of absence are preferred via phone, however you may also notify of absences via SMS, in person at the centre, email or Facebook messenger
- Cancellation of enrolment will result in forfeiting any unused make-up lessons
- Make-up lessons are subject to availability and we cannot guarantee specific teachers, days, or times
- Missed private lessons can be made up in a group class
- If a make-up lesson is missed, it cannot be re-booked
- Make-up lessons are **not** guaranteed and are available **only** when pre-arranged. It is your responsibility to book make-up lessons
- Make-up lessons cannot be backdated, credited, transferred or reduce a Direct Debit payment
- If classes are full, make-up lessons will not be able to be booked as we **do not** overbook classes
- Due to class availability, we may not be able to book a make-up class more than 48 hours in advance
- Doctor's certificates are advised for extended illnesses

7. Cancellations

- All cancellations require two (2) weeks' written notice. No paid fees are refundable.
- Direct Debit payment cancellations require a notice of two (2) weeks prior to the end of the month or the scheduled Direct Debit date
- 12 Week Pre-Payment cancellations require two (2) weeks' notice prior to the end of the 12 week block (at lesson number 10)
- Any deposits paid will be reimbursed by way of swim lessons upon receiving the two (2) weeks' written notice
- If two (2) consecutive classes are missed and there has been no communication from the family, SWIMTASTIC reserves the right to cancel the enrolment and you will not be entitled to a refund

Cancellations by SWIMTASTIC

SWIMTASTIC reserve the right to cancel your lessons if you do not follow the set policies or if you or your children conduct themselves inappropriately while attending our facility.

8. Swim Attire

- Reusable swim nappies are mandatory for hygiene reasons as faecal incidents can result in pool closure. Any child who requires nappies normally must wear a reusable swim nappy for lessons
- Swimming caps are provided as part of the membership pack to all independent swimmers. These are recommended to be worn to ensure fewer distractions for your child and to maintain pool hygiene.

What We Expect of You at SWIMTASTIC

- Comply with our rules and follow directions of our staff
- Inform us if your child has any pre-existing injuries or health issues
- Pay your fees on time
- Keep us updated on any change of your personal details including contact and bank details
- Be courteous, respectful and kind to our staff, other parents and children at the centre
- Supervise and look after your children at all times, including being at the centre when they are in the pool
- No food around pool area or glass containers allowed
- Be responsible for your own personal belongings
- Any belongings left at SWIMTASTIC are put in the 'lost property' area and periodically donated to charity
- Keep your child out of lessons for the specified Health Department exclusion period of two (2) weeks after an incidence of diarrhoea or vomiting or other communicable illness so that it is not passed along to fellow students and teachers
- It is recommended that parents/carers wear a rash vest or loose top 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
- Swimwear (including nappies) must not be removed on pool deck at any time, please use change areas provided.

9. Photo/Video Policy

At SWIMTASTIC, we welcome you capturing special moments of your child on camera or video, however the privacy of others must also be respected. Capturing still or video footage is conditional upon the following:

- If you capture an image or private conversation of another child or individual, you must have all relevant individuals (or their parents) consent to use, publish, or broadcast images or video footage this also includes our staff
- Under **NO** circumstances are cameras or mobile phones to be used in change room areas or showers
- You agree to comply with any request made by SWIMTASTIC staff to discontinue use of your camera, mobile phone or similar recording device, and to delete requested images or footage, where SWIMTASTIC staff reasonably consider that someone's privacy may be breached
- SWIMTASTIC may take photos and videos to use for social media and other marketing purposes. We may also use photos or videos posted onto social media at their discretion. If you do not want to have photos or videos taken of you or your child, please inform us below. **Please note, policies may change from time-to-time.**

Acknowledgement: I confirm I have read and understood the terms and conditions of this document and agree to abide by them. (Please circle) I do/do not want my/my child's/children's images used for any marketing by SWIMTASTIC.

Client Name: _____ Signature: _____ Date: _____