



# 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.

### 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 three day'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
- Every lesson is for 30 minutes

#### 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 on 1st day of the month from your nominated bank account or credit card as noted on the form
- 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 cancellation notice is received by SWIMTASTIC. The notice **MUST** be sent at least two (2) weeks before the end of the month. If we do not receive the notice 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 enrolment fee
- 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
- 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. Swim Attire

- We have double nappy policy. Swimmers under 3 years of age who are not toilet trained need a reusable swim nappy on top of their disposable swim nappy. This is mandatory for hygiene reasons as faecal incidents can result in pool closure.
- 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.

## 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 can be given via phone, email, text message, Facebook messenger or in person at the centre
- 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
- Make-up lessons cannot be used at regular weekly lesson's time. They need to be used separately.
- 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 before they expire.
- 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
- Doctor's certificates are advised for extended illnesses

## 7. Cancellations

- All cancellations require two (2) weeks' notice. No paid fees are refundable.
- Notice of cancellation can be given via phone, email, text message, Facebook messenger or in person at the centre
- 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. 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 or glass containers allowed around pool area
- 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 our 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.**

Tick this box if you **DON'T** want your/your child's/children's images used for any marketing by SWIMTASTIC.

**Acknowledgement: I confirm I have read and understood the terms and conditions of this document and agree to abide by them.**

Client Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_