

TERMS AND CONDITIONS

The safety of our students, staff and visitors is our number one priority. All patrons of our facilities are expected to abide by our values and policies and contribute to our culture of safety. This document specifies the Bayside Aquatics Terms & Conditions that apply to all users of the Centre. Please read carefully and contact reception if you have any questions.

Child Safety

- Bayside Aquatics is Child Safe Centre. We have a zero-tolerance stance on child abuse and are committed to the Child Safe Standards in protecting all children from all forms of abuse. To view our full Child Safety policy, please visit the website.

Conditions of Entry

- The swimming pool should only be used when it is being actively supervised by a qualified member of staff.
- The swimming pool is only available to be used for scheduled programs. The Centre does not offer general purpose public swimming.
- All patrons must respect the rights of staff and other patrons at all times.
- Patrons of the Centre must follow staff instructions at all times.
- Please observe all signage within the facility and please note the following rules apply:
 - o No smoking in or around the Centre
 - o No diving unless under the guidance of a swim instructor
 - o No balls are to be thrown in the Centre
 - o No running in the Centre
 - o No glass permitted on the pool deck
 - o No alcohol or persons under the influence of alcohol permitted in the Centre and surrounds
 - o Drugs of addiction or persons under the influence of drugs of addiction are not permitted in the Centre and surrounds
 - o No recording or photography (including mobile phone cameras) in the Centre
- All children under the age of 10 years MUST be actively supervised by a responsible parent or guardian over the age of 18 years at all times for their safety when in the pool and in the Centre.
- Children 3 years old and under must be accompanied into the water by a responsible parent or guardian over the age of 18 years old and remain within arm's reach of their carer.
- It is recommended that students 11+ years old are also under the supervision of a responsible adult over the age of 18 years old. Children are not under the supervision or care of staff outside of their lesson times.

- When you are on the Bayside Aquatics premises, both your property and person shall be at your own risk and you shall not hold the school or its employees liable for any personal injury or loss of property which may arise.

Enrolment

- All Learn-to-Swim terms fees are payable in full at the time of enrolment or re-enrolment.
- All Squad fees are payable either by Term or Quarter applicable for the individual squad group. Squad fees are charged in advance and can be paid in full or by arranged instalments.
- Payment can be made by cash, EFTPOS or credit card.
- Fees are not refundable or transferable.
- New enrolment bookings for the next term ahead are opened during the first week of the preceding school holidays.
- New enrolments throughout the term are subject to class availability and charged on a pro-rata basis.

Fees

- Please refer to our Fees Schedule published on the parent portal and on the Centre's website.

Supervision / Lesson Drop-Off

- At the start of the class, students must wait out of the pool (under supervision) until the teacher is ready to commence the lesson.
- All children under the age of 10 years **MUST** be actively supervised by a responsible parent or guardian over the age of 18 years at all times for their safety when in the pool and in the Centre.
- Children 3 years old and under must be accompanied into the water by a responsible parent or guardian over the age of 18 years old and remain within arm's reach of their carer.
- It is recommended that students 11+ years old are also under the supervision of a responsible adult over the age of 18 years old. Children are not under the supervision or care of staff outside of their lesson times.
- Swimmers are not permitted to enter the water before or after their lessons.

Equipment

- All swimmers aged 3+ years old are required to wear a swimming cap when in the pool and bring goggles to their lessons.
- Any requirement for additional swimming equipment (i.e. flippers) will be advised by the Swim Instructor/Swim Coach prior to the lesson. All personal equipment remains the responsibility of the student.
- All equipment provided by Bayside Aquatics remains the exclusive property of Bayside Aquatics and must be returned to the Store Room where it is to be put neatly away in the correct compartment.

Make-Up Lessons

- Bayside Aquatics allows each swimmer 2 Make-Up lessons per term.
- Make-Up lessons are subject to availability and are only available if prior notice has been provided for cancellation of a scheduled lesson.
- Cancellation of a scheduled lesson must be made no later than 3pm before the scheduled lesson on a weekday and no later than 8am on a weekend.
- Make-Up lessons can be booked up to 3 days in advance.
- If the Make-Up lesson is not attended, it cannot be re-booked.
- Make-Up lessons must be used in the same term as missed lessons and are not refundable or cumulative.
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Medical Conditions

- Swimmers are not permitted to enter the pool if unwell or having experienced diarrhea in the past two weeks.
- Please advise staff at Reception if your child has a medical condition that we should be aware of.

Missed Class / Cancellations / Refunds

- Failure to notify the Centre of an absence will result in forfeiture of that lesson.
- Bayside Aquatics does not offer refunds.
- In the case where a swimmer due to prolonged illness or injury is unable to use the purchased lesson and a dated medical certificate is provided, a credit for the balance of the unused portion may be approved at the discretion of Management. Credits are not offered for any other reason, including family holidays, clashes with sporting or other commitments.

Assessments / Progression

- Swimmers are assessed throughout the term to ensure they progress appropriately through the curriculum.

Re-Enrolment / Term Roll-Over

- Re-enrolment takes place two weeks prior to the end of term. During this time, all classes will be rolled over to the following term/quarter, whereby bookings are automatically registered for the same class, day and time.
- Payment in full is the only way to secure a place.
- Payment can be made by cash, EFTPOS or credit card.
- Any student's re-enrolment which has not been paid for (either in full or by arrangement) by the end of term will be forfeited and the place will be opened for a new enrolment or waitlisted applicant.

Behaviour

- Offensive or aggressive language or behaviour is strictly prohibited.
- Inappropriate or offensive acts towards staff, patrons or facilities will not be accepted and person(s) will be instructed to leave.
- Management reserves the right to refuse entry or remove any person(s) whose behaviour is offensive or disruptive.

Photography

- At no time is photography or video recordings allowed in the Centre.

Instructors / Program / Teaching Area

- We reserve the right to change instructor, class or water space when necessary.

Attire

- Swimmers must be clean and dressed in appropriate swimming attire before entering the pool.

Infants and Toddlers Classes

- A responsible adult over the age of 18 years old is required to accompany our 'Infants and Toddlers' up to the age of 3 years old in the water for the duration of each lesson.
- Swim nappies are mandatory for any children who are not toilet trained.

Privacy/Personal information

- Personal information collected and stored by Bayside Aquatics is available for you to access upon request. The information is only used to contact you regarding your child's swimming and is not disclosed to any secondary parties. You can view the full Privacy Policy on the website.

Do you have any questions or concerns?

We want you to have a fantastic experience at Bayside Aquatics so if something is not as you expect it or you would like to provide some feedback, we would love to hear from you. Please contact our Aquatics Coordinators by visiting reception or contacting the centre via phone or email.

Bayside Aquatics Reception

(03) 9581 3288

info@baysideaquatics.com.au