

Terms and Conditions



General

- Austgrade Swim school reserves the right to cancel or change classes and instructors or move students if the need arises.
- Swim school strives to maintain continuity of teacher at all times where possible.
- ALL Austgrade instructors are Austswim qualified. We cannot guarantee instructors from term to term.
- Refund will not be issued for teachers changes.
- Children under the age of ten must be supervised by an approved adult over the age of 16 years at all times while attending the centre.

Bookings:

- Payments only accepted through direct debit, or 3 months of payment upfront by Eftpos.
- Our centre do not accept cash payments.
- Membership fee (39 dollars) apply to any new members which will be deducted with the first payment by direct debit. Lesson must be paid in advance.
- Lessons are non-transferable to other people and cannot be converted to other products and services.
- The minimum booking there is a 3 months minimum booking requirement

Request for lesson changes

While every effort is made to accommodate requests for change, it is dependent on the availability of vacancies and no guarantee can be given to accommodate requests.

Cancellation request:

Permanent cancellations must be made **4 weeks prior** to the requested date.

Refunds:

Refunds will **only** be granted, if **medical certificate** is provided for major injury or hospitalization. This certificate must state the dates of the **unattended lesson**.

Make-up lesson policy

Compensation for missed lessons is not available.

Public Holidays

Classes do not run on public holidays and do not form part of your account.

Permanent cancellation request:

If you wish to permanently cancel your child' lesson you must give 4 weeks of notice to the swim centre .

Swim Wear policy

In the interest of public health and safety the following is allowed

Children who are non toilet trained must wear the correct waterproof aqua splash pants during lesson. Any other water swim nappy must have the correct swim pants over the top. If you do not have the appropriate swim wear you will be asked to leave water or swimming lesson.

Food and Drinks

AustGrade Mascot Swim school is strictly free food zone.
Cold drinks are permitted, however any hot beverages are strictly not permitted.
Failure to adhere to AustGrade supervision policies may result in the termination of lessons.

Sickness

Please respect our precautionary health rules and refrain from lessons if you child is suffering from any of the following;
-any contagious disease; fever; Common cold; flu; chicken pox; ringworm; rubella; head lice; cough; sore throat; UTI; gastro; measles; eye infection

Recording Devices

It is a condition of entry to AustGrade Mascot Swim school that a person will not operate any visual recording equipment.

Videos and Photos are strictly not permitted in our swim center

Failure to adhere to AustGrade supervision policies may result in the termination of lessons
AustGrade Mascot swim school permission for recording devices

AustGrade Mascot Swim School has CCTV system in place . Details on how we take, store, use and release the information captured by CCTV can be found in our Privacy Policy. The Privacy Policy can be found online (www.austgrademascot.com.au) or obtained from our school reception.

I,..... fully agree with the above Terms and Conditions mentioned.

Printed name

Signature:

Date: