



Learn to Swim Terms & Conditions

All participants must abide by the general terms and conditions of the St Michael's Collegiate Pool. Management reserve the right to refuse entry or cancel a class without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry. Every effort will be made to adhere to the published timetable, however the Collegiate Pool reserves the right to change and alter session times, as required.

Payment of Fees

Your activation of Integra Pay acknowledges your acceptance of the Collegiate Pool's Terms and Conditions which must be activated prior to your first session. Payments of fees will occur fortnightly in advance.

American Express 3.50%
Visa/Master Card 1.87%

Health and Safety

Collegiate Pool will be operating within a number of proposed frameworks with regard to COVID-19 to ensure the safety of our clients and staff at all times. This includes the Australian Institute of Sport (AIS) in conjunction with the Department of Public Health and Life Saving Victoria. **To ensure contact tracing is adhered to on behalf of the Tasmanian Health Department, Collegiate Pool has an entry policy of "no card, no swim."** Collegiate Pool will honour a makeup class in these instances

Privacy

We acknowledge that St Michael's Collegiate Pool may from time to time collect personal information about parents and students, which may be necessary for the swim school's function or activities. We authorize the swimming centre to use and disclose information in such a manner as the Manager may deem appropriate for the purpose of the student's health, care, welfare, or development. We acknowledge having read the School's Privacy Policy.

Pool Office & Access

Participants must swipe or present their entry card at the Pool Office each time they attend the Collegiate Pool. If the participant misplaces their card, a fee of \$10.00 will be charged for a replacement. Participants are to advise of any changes in address or phone numbers. Membership cards are required for entry.

Card Replacement

Entry cards are printed weekly and automatically report attendance to the facility, therefore loss or damage of entry cards will result in no access for up to 7 days. Cards will become invalid if they are hole punched, cut, broken or damaged. Contact the Collegiate Pool Office for a replacement card to be arranged.

Assessments

Assessments are ongoing as children develop at their own pace. Please speak with the office administration staff member at the Pool Office at the time of the lesson, regarding any queries or feedback. A certificate will be emailed out on completion of each level attained.

Missed Lessons

A make-up lesson is a replacement class for a missed lesson. Regular attendance is always recommended, however there may be occasions when this is not possible due to health concerns. In these cases, we will offer an additional class, however Collegiate Pool will require 24 hours' written notice. Make-up lessons must be organised in person at the Pool Office and a medical certificate is required. Exceptions will not be made, so we ask that you adhere to the policy to avoid disappointment. There is no maximum number of make-up lessons available to customers. Make-up lessons will be arranged where there are vacancies available within scheduled classes. Make-up lessons are not guaranteed and no credit or refund can be issued in lieu of make-ups. When booking a make-up lesson, please ensure the time is suitable. Once booked, a make-up lesson cannot be changed. Makeup classes are arranged at the pool office after the class is missed.

Public Holidays

There are no lessons on public holidays. The direct debit amount for lessons that fall on a public holiday will be adjusted within that payment period.

Cancellations

Direct debit payments cannot be cancelled within the first sixteen weeks. Cancellations received within the minimum booking period of 16 weeks will not incur a refund for any unused portion of the period (booking period excludes any time stops). After the minimum booking period has passed and you wish to cancel further sessions, a direct debit cancellation form must be received by the Pool Office 14 days prior to the next payment being due.

Time-stops

If you wish to place a freeze on your direct debit payments, a time stop form must be received by the Pool Office at least fourteen (14) working days prior to the next scheduled fortnightly direct debit payment period. Time stop can only be applied in multiples of 14 days, totalling no more than 12 weeks per year, in accordance with the direct debit period (Monday to Sunday). Time stops can be arranged for a (1) **full term** or (2) **holiday periods and in 2 week blocks**. Please be aware that once a time stop is processed, access to the pool will cease. In case of medical incapacity, a time stop may be backdated on presentation of relevant supporting medical evidence.

Supervision

Parents are not permitted to leave children under the age of 10 unaccompanied.

Health Issues

Appropriate and suitable clean swimming attire is required for entry into the pool. Students are required to shower prior to entering the pool.

Hand Sanitiser

On entry, please use the hand sanitiser provided

Foods and Drinks

No food or drinks will be available to purchase from the pool office

Medical Consideration

Please inform the Collegiate Pool office of any medical considerations. Report to the Pool Office if you are feeling unwell or you suspect another patron of showing respiratory symptoms.

Photography & Video

Photography & video is not permitted within the St Michael's Collegiate School premises. Please respect the privacy of other users during their time using the Collegiate Pool.

Default Fee

Integra Pay applies a \$4.40 default charge. An additional administration fee of \$5 must be paid in the event that incorrect account details are provided or payment does not process due to change of account details, insufficient funds or otherwise.