



April 2024

## **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 Payrix 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.

The following surcharges apply, for direct debit with Payrix:

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.

### **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. If a card is not able to be used, the people entering the facility are asked to sign in on the sign in sheet located in the pool foyer.

## **Card Replacement**

Entry cards are printed weekly and automatically report attendance to the facility, to comply with St Michael's Collegiate School's Safeguarding Children Policy. 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. As students complete skills within their level, or progress a level, an email will be sent to their registered guardian. When a student progresses to a new level, they will generally remain in their class, being extended to develop new skills.

## **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, with a supporting medical certificate. Make-up lessons must be organised via the Customer Portal or 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



April 2024

suitable. Once booked, a make-up lesson cannot be changed. Make-up 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, lessons do not occur). 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 electronically. Once this form has been received your next scheduled direct debit will occur, after which payments will cease.

A pool staff will notify you as to when enrolment will cease, based on the scheduled direct debit.

### **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 OR the date communicated in writing by Collegiate Pool. Time stops 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, as specified on the form, in 2 week blocks. Please be aware that once a time stop is processed, access to the pool will cease.

Where a student has not been in the program for sixteen (16) weeks the time stop will not be accepted; and payments will continue as scheduled.

### **Supervision**



April 2024

Parents are not permitted to leave children under the age of 16 unaccompanied, unless they have notified pool staff. It is at the discretion of pool staff as to whether a child is able to be left unaccompanied at the pool.

### **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. A swim cap must also be worn by all users, in the pool.

### **Hand Sanitiser**

On entry, please use the hand sanitiser provided.

### **Foods and Drinks**

Water is available to purchase for \$3 from the pool office. The Hutchins Collegiate Swim Club provides additional food stock, with proceeds from these sales going directly to the swim club.

### **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.

### **Failed Payments**

Payrix applies a default charge to failed payment, as outlined in the Direct Debit Request from Payrix. An additional administration fee equal to the fee incurred by the business, plus GST, must be paid in the event of a failed payment.



April 2024

Including, but not limited to, incorrect account details are provided, payment does not process due to change of account details, insufficient funds and invalid transactions.

In the event of a failed payment, due to insufficient funds, the payment will be re-scheduled as a direct debit, noting the relevant default fees 2 business days from the date that the failed payment notice is received. An email will be sent to advise you of this.

All other failed payments require contact to be made with Collegiate pool within one (1) business day, to retain your position in the program.