November 2026

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

By activating Payrix, you acknowledge and agree to the Collegiate Pool's Terms and Conditions. Payrix must be activated before your first session.

Program fees are payable fortnightly in advance by direct debit through Payrix.

Any payment-processing costs incurred by the Collegiate Pool are included in the program fees. No additional surcharge will be charged based on whether you pay by debit card, credit card, prepaid card or American Express.

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.

November 2026

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 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

November 2026

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 Hobart 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

If a scheduled payment is unsuccessful, Payrix may apply its applicable default fee in accordance with the Direct Debit Request and Payrix's terms.

November 2026

The Collegiate Pool may also charge an administration fee of $10.00 for each failed payment, where permitted by law. This may apply where, for example:

- insufficient funds are available;
- account or card details are incorrect or invalid;
- account details have changed; or
- the transaction cannot be processed.

Where a payment fails because of insufficient funds, the outstanding payment may be re-presented by direct debit in accordance with the Payrix Direct Debit Request and applicable Payrix requirements. You will be notified by email of the failed payment and any revised payment date.

For all other failed payments, you must contact the Collegiate Pool within one business day to arrange payment and retain your position in the program. If payment is not arranged within that timeframe, your participation may be suspended or cancelled in accordance with these Terms and Conditions.