

## **CANNING SWIM SCHOOL TERMS & CONDITIONS**

Our Terms and Conditions ensure that the Canning Swim School is delivering lessons that are enjoyable, safe and a quality experience.

### **Facility Rules**

Members must adhere to the Centre's Code of Conduct, Watch around Water program and the following Terms and Conditions at all times.

### **Enrolment**

- A standard enrolment includes one lesson per week accompanied by two adults and access to the main aquatic hall (excludes wellness suites) outside of swimming lessons by the student and one accompanying adult.
- You must sign a direct debit agreement at the time of enrolment.
- Your first two swimming lessons must be paid at time of enrolment.
- Canning Swim School operates 48 weeks of the year.
- Classes are not run on public holidays, Annual Suspension Period (two weeks over July holidays, two weeks over December/ January holidays). The start and end dates for these suspension periods will be determined each year at the discretion of the City. You will not be charged for lessons during these periods. You will still be entitled to pool access.
- Lessons are not transferable.
- A parent/guardian over the age of 16 is required to be in the water at all times in Baby and Tots classes. Parents/guardians with a child in a Taddies 1 class are required to bring swimming attire in the event they are required to enter the water to provide support
- Enrolments are continuous until such a time as a parent/guardian cancels an enrolment.
- Specific teacher (or gender) requests are unable to be accommodated.
- Canning Swim School cannot guarantee that all levels will be run in every time slot.

### **Payment**

- Your first fortnightly payment will be debited from your account on the day you sign up.
- Subsequent fortnightly payments will be debited from your nominated bank account on alternative Mondays.
- If payment falls due on a non-business day, the direct debit will occur on the next working day.
- Failed payments may incur a fee from Ezidebit.
- Credits will be applied to the next direct debit payment.

- Credits have a 3 month validity and can be refunded on request within that validity period.
- Enrolment fees will continue to be debited from your account until the enrolment ends.
- All fees are subject to annual review.
- If your direct debit is unsuccessful you will be required to pay all outstanding balances before your next lesson.
- If your outstanding balance is not paid prior to your next scheduled lessons the City reserves the right to remove you from your lessons. Outstanding balances can be paid online, over the phone, or in person.
- You will not be credited or entitled to make up lessons for a missed lesson due to unpaid fees.
- You will not have free access to either centre if there is an outstanding balance.

### **Kidsports**

- Students must have an active enrolment in order for Canning Swim School to claim a voucher.
- Kidsport voucher credits can take up to 14 days to be applied to direct debits. If your direct debit fails during this time, you will be charged.

### **Access Pass**

- An access pass (card or band) will be issued for a new enrolment.
- Access passes must be presented each visit to enter the facility and at any other time when requested. Failure to present access card may result in access being denied.
- Replacement access passes will incur a fee of \$5.00.

### **Suspensions**

- Swim School enrolments can be suspended for a minimum of two weeks, up to six weeks per calendar year, upon payment of a weekly hold fee of \$5.00 per child, per lesson, per week.
- Payment of the suspension fee is required to be paid prior to suspension being planned.
- Suspensions must be taken in seven day blocks.
- If you wish to visit the centres during your suspension you will need to pay casual entry fees.
- Suspensions forms and payment must be completed a minimum of 7 days prior to the start of a suspension.

### **Medical Certificates**

- A credit or a make up lesson may be applied for missed lessons if a medical certificate can be produced within 30 days of first absence.

- If a medical certificate is provided covering 1-2 lessons a credit will be issued, unless a request for a make up lesson is received within 24 hours of providing the medical certificate.
- If a medical certificate is provided covering 3-8 lessons a credit will automatically be applied to your account .
- Credits can be applied to a maximum of eight weeks.

### **Make up lessons**

- To be eligible for a make up lesson a minimum of one (1) hour written notification must be received.
- If a the customer provides **less** than one (1) hour notification, no credit or makeup lesson will be provided.
- Make up lessons can only be booked the day after a missed lesson
- If an enrolment is cancelled, any outstanding make up lessons remaining after their last lesson date will be forfeited.

### ***Make up lessons can be provided subject to the following:***

- Written notification is received at least one (1) hour prior to the lesson being missed.
- Subject to availability.
- Valid for three months.
- Cannot be changed once booked.
- Cannot be provided for make up lessons.
- Cannot book more than 14 days in advance.
- Must be booked after your missed lesson.
- Only available at the centre you are enrolled.

### **Waitlists**

- Waitlists are offered to families who are unable to enrol into their preferred time
- Customers can be kept on waitlists for up to 3 months
- Customers are required to notify [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au) if they are no longer required to be on the waitlist

### **Cancelling your membership**

- A request for cancellation must be in writing to [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au)
- Canning Swim School has a 48 hour cooling off period. Customers may cancel lessons within 48 hours of purchase and will receive a full refund or credit on their account (no admin fee will be incurred) less the cost of services used during that period.
- The 48 hour cooling off period commences on the day and time you sign up for your enrolment.

- A notice period of 14 days applies to all cancellations of enrolments. Suspensions cannot be applied during this time. A maximum of one (1) further payment may occur during this period.
- Enrolments may be cancelled in the event of consecutive failed payments and/or non-attendance.

### **Liability**

City of Canning and its associated entities (Cannington Leisureplex and Riverton Leisureplex) will not be liable for any misadventure, accident, injury, loss (including but not limited to consequential loss) or claim that may occur from within the premises of the facilities, in the participation or use of programs or facilities, arising from or related to any problem or technical malfunction of any telephone network, internet connection, [canning.wa.gov.au](http://canning.wa.gov.au) website outage, lines or mobile communications related to enrolments and programs.

If the Swim School cannot operate as originally planned due to unforeseen circumstances including but not limited to vandalism, power failures, tempests, natural disasters, civil unrest or pandemic, the City of Canning and its associated entities will provide a credit to your account.

### **Privacy Policy**

- The City's Privacy Statement applies to all Canning Swim School Members:  
<https://www.canning.wa.gov.au/places-and-events/places-to-play/cannington-leisureplex/privacy-statement>