

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

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

### **Facility Rules**

When enrolled with the Canning Swim School, you agree to comply with our rules by:

- Following the Leisureplex rules at all times
- Following any instructions given by the Leisureplex staff
- Understanding that if you choose to continue swimming at the conclusion of your lesson, you must swim in the designated free play areas or public lap lanes. The equipment provided for swimming lessons is not for public use
- Understanding that hazardous or inappropriate behaviour that may cause harm to you or others will be managed by the Leisureplex staff. You will be asked to leave the centre for any incidence of non-compliance

### **Enrolment**

- Enrolments can be made online, over the phone or in person at our two centres (Cannington Leisureplex and Riverton Leisureplex)
- Customers who enrol online via our online booking portal understand that if they have made an incorrect enrolment (i.e. they have selected the wrong level) a Customer Service representative will contact them to rectify their enrolment. This may mean withdrawing them from their class resulting in them losing their preferred time/day
- A standard enrolment includes 1 lesson per week (excluding squads)
- Full payment is required at the time of booking. We do not hold positions without payment
- The City is currently cash free and all financial transactions are electronic
- A Swim School term runs in line with the WA Education Department school term dates and is 8 to 10 weeks depending on public holidays and centre closure dates
- 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 not automatically carried over from term to term existing customers will need to enrol in the next term online
- VacSwim school holiday programs are not run by the Canning Swim School. They are booked and coordinated by the WA Department of Education and VacSwim

### **Access Pass**

- An access pass (card or band) will be issued for a new enrolment. The pass is scanned for the student's entry on each lesson day
- Each student enrolment allows for 2 spectators at the time of lesson. Additional spectators will be charged a spectator fee
- If a spectator wishes to swim, normal aquatic entry fees apply

- Outside your enrolment, you are entitled to unlimited pool entry for one child swim and one adult swim. Present your access pass at Cannington or Riverton Leisureplex and enjoy our pools during opening hours, seven days a week, all-year round, as long as you have an active swimming lesson or squad session enrolment
- Access passes must be brought to lessons every week
- Replacement access cards will incur a fee of \$5 and replacement bands a fee of \$6 per occasion

### **Watch Around Water Policy during Swimming Lessons**

- Children under 6 years old: parents/guardians must hand their children to the swimming teacher at the start of the lesson and remain within the pool halls for the duration of their child's lesson. Children of this age group will be required to wear a Watch around Water wristband. Parents/guardians must be prompt at pick up times.
- Children between 6-12 years old: parents/guardians must hand their children to the swimming teacher at the start of the lesson and are encouraged to remain within the pool halls for the duration of their child's lesson, however this is not required. Parent/guardian contact details must be up to date in the event of an emergency. Parents/guardians must be prompt at pick up times.
- Children aged 13 years and above: parents/guardians are not required to be within the centre.

### **Spectating Siblings in the Riverton Leisureplex Wellness Suite during Swimming Lessons**

- Child spectators are permitted in the Wellness Suite provided they have a Spectating Adult with them.
- Spectating Adults must be 16 years and over.
- The Spectating Adult must be observing and not participating in the class.

### **If your child misses a lesson**

- If you or your child are sick, please stay at home and notify the Swim School by emailing [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au)
- In the first absence, as long as you provide prior written notification via email, you will receive a full credit on your account for the missed lesson.
- All subsequent absences within the term will require a medical certificate if you wish to receive a credit.
- Medical certificates must specify the dates of your swimming lesson that you have missed.
- Credit vouchers can only be used within the same family
- If you forget to use your voucher when enrolling online, unfortunately we cannot apply the vouchers once you have enrolled. You will need to use your voucher towards your next enrolment. If your voucher expires before the next term, please contact Canning Swim School on 1300 422 664
- We do not offer make up lessons
- Credits will expire after 3 months and can be used towards anything within the centre.

### **Cancelling your enrolment**

#### **Cancellations within 48 hours of purchase**

- 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)
- Refunds may take up to 8 weeks to process
- Credits are issued with a 3 month expiry date
- The 48 hour cooling off period commences on the day and time you make payment for your enrolment
- A request for cancellation must be in writing to [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au)

### Cancellations after 48 hours of purchase, but 7 days or more prior to the start of the program

- Customers requesting to cancel their enrolment after the cooling off period has lapsed but wish to cancel 7 days or more before the start date of their enrolment commencing, may cancel their lessons and will receive a full credit on their account to be used towards other Leisureplex services
- Credits will expire after 3 months
- If a refund is preferred instead of a credit, an application will be made to council, there will be a \$30 administration fee and may take up to 8 weeks to process
- A request for cancellation must be in writing to [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au)

### Cancellations after 48 hours of purchase, but less than 7 days prior to the start of the program or during the program

- No cancellations can be made with less than 7 days to the start of the program or during the program
- Fees will be forfeited
- Refunds can only be made in extenuating circumstances and are at the manager's discretion, there will be a \$30 administration fee and may take up to 8 weeks to process
- A request for cancellation must be in writing to [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au)

### Credits/Vouchers

- Vouchers are credits that exist on a customer profile. Common vouchers are for medical certificates, pool closures, etc.
- Vouchers are valid for 3 months from the date of issue
- It takes 48 hours (two working days) for Swim School to process absentee notifications and apply credits to customer profiles
- Vouchers cannot be applied after you have enrolled
- Vouchers can only be used within the same family
- Vouchers are redeemable across both Cannington Leisureplex and Riverton Leisureplex

### KidSport

- Canning Swim School are an approved KidSport Club.
- How to apply:
  1. Check eligibility for your children ([click here](#) to review the criteria)
  2. Apply online or hard copy (all applications need to be made directly with the Department of Local Government, Sport and Cultural Industries <https://kidsport.dlgsc.wa.gov.au/>)
  3. Applications will be assessed by your local government in the area of which you live
  4. If approved, you will be given a Voucher Code (*note: this code is valid for 90 days from the date of approval. If the code is not validated within this time, it will be cancelled and a new KidSport application will need to be submitted.*)
  5. To enrol, supply your code to Canning Swim School (phone, email, in person)
  6. You will then be required to pay any remaining balance after the KidSport voucher has been applied to your account.
  7. Enrolments will not be processed without full payment
  8. KidSport vouchers must be used at the time of enrolment (cannot be applied retrospectively)
- [Please click here to view the KidSport Refund Policy](#)

### Swimming Teacher Information

- All our Swimming Teachers are fully qualified (each Swimming Teacher holds a minimum of three qualifications: Swimming Teaching Certificate, Resuscitation and Working with Children Check)
- We require our Swimming Teachers to specifically tailor each class to each child. All Swimming Teachers write fully comprehensive lesson plans each week.
- Our teachers use their iPads to record each child's progress. After their teaching shift, your child's progress will be visible on your [online parent portal](#).

- Allocating teachers to each class occurs in the first week of term. We will do our best to accommodate any Swimming Teacher requests, however, we cannot guarantee a particular teacher for any class. We conduct ongoing training and development of all Swim School teachers which ensures they are constantly learning and improving. This also ensures that we are teaching with the latest contemporary teaching methods.
- Our Swimming Teachers are employed on a casual basis. They do their best to commit to their classes for the full term, however, there are instances where they may have other commitments. We also require our staff to stay home if they are sick, which means that sometimes your teacher might be absent.
- In the event that your Swimming Teacher is absent, we will schedule a relief teacher. Your original Swimming Teacher will provide extensive lesson plans and notes to your relief teacher to ensure there is very little disruption to the class.
- Senior Teachers and Swim School Admin Officers are available during swimming lessons and are available to discuss your concerns and listen to your feedback

### **Swimming Levels and Programs**

- We recognise swimmers from the Education Department, VacSwim and other swim schools but the Canning Swim School has a unique swimming lesson program with children assessed for the appropriate swimming level prior to entry into a program
- Students will be assessed for their appropriate swimming level based on Canning Swim School's assessment criteria
- Complimentary assessments are made available to new customers to assist with identifying the appropriate entry level. Complimentary assessments can be made [here online](#), or via over the phone 1300 422 664.
- If you have concerns about your child's assessment or progress, please speak directly with the teacher or Senior Teacher on pool deck.
- Students are assessed continually throughout the term. Children who achieve all their required skills for their current level will be able to progress to the next level within the term (children will not have to wait until the end of term to move up).
- Once your child has passed, they can move to a new timeslot to begin learning the next level's skills. If there are no vacancies, we can create split levels and extend your child to ensure they are learning the next level's skills.
- If at any time you wish to see your child's progress, simply visit our [online parent portal here](#).
- We have two chat weeks within a term. Chat weeks are an opportunity for parents to discuss their child's progress with their swimming teacher. The first chat week is mid-term in Week 5, the second chat week will be in the final week of term.
- For further information, please contact the Swim School office 1300 422 664 or email [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au)

### **Squad Program**

- Our squad program is a monthly program run morning, evening and on weekends. Our squads are specifically designed for students who want to swim regularly, either for fitness or competition practise
- To enrol into our squad program, all students must have passed a minimum of Level 7 and must be assessed by our coaches prior to entry into this program
- Assessments are booked through the Swim School office

### **Squad Credit Voucher Applications**

Our squad program runs year round and we understand that your booking may coincide with school holidays or swimming carnivals and so you can apply for a credit voucher. A request form is available at main reception or the Swim School office, it must be completed in full and emailed to [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au)

The following conditions apply to squad credits:

- Must be enrolled and paid into the month before application for a credit voucher can be made
- You can apply for a maximum of 2 credit vouchers per year
- Requests must be submitted prior to the period of absence
- The period of credit must be a minimum of 2 weeks
- Credit vouchers are individually calculated and added to the student profile for their next enrolment
- Credit vouchers do not apply to the Easter break as there is no squad program during this time

### **Hygiene and appropriate swimwear**

- All Swim School participants must wear appropriate swimwear
- Babies and toddlers who are not toilet trained are to wear a swimming nappy and baby swim pants with an elasticised leg to avoid any accidents
- Participants who are menstruating are to wear suitable products for swimming

### **No 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**

When joining Canning Swim School you accept the following:

- You have provided us with contact details that we will use from time to time to communicate
- Your contact details will be used solely for the purpose of communicating information relevant to your involvement in Swim School and any activities at the Leisureplex that may affect your participation in Swim School
- Your information will be protected under our Privacy Policy and will not be used for any purpose other than that relevant to your relationship with the City of Canning and the Leisureplex. The City of Canning Privacy Policy can be found on the City of Canning website at [www.canning.wa.gov.au/privacy](http://www.canning.wa.gov.au/privacy)
- If you contact us via Facebook we will use your contact details to get in touch with you

Contact us

Phone: 1300 422 664

Email: [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au)