

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
- Young children are not permitted to sit in the Wellness Suite while parents undertake lessons with other children. The hot environment can impact your child's health when sitting, exposed for a length of time. Our crèche facilities are available to assist with care of additional children

Enrolment

- Existing customers can enrol online via our online booking portal, while new customers are required to submit an online enrolment request via our website. Please note, an enrolment request is not confirmed until a Swim School representative contacts you to complete your enrolment and take payment electronically over the phone. Walk-ins and phone enrolments are also accepted
- 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.
- 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
- For unlimited pool entry, present your access pass at Cannington or Riverton Leisureplex and enjoy our pools seven days a week, all-year round, as long as you have an active swimming lesson or squad session enrolment

- 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
- 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

Supervision of children

- Children under 6 years of age must be within arm's reach of their parent/guardian at all times. If your child under 6 wishes to swim, you must swim with them
- No child under the age of 12 is permitted to enter the pool hall without adult supervision
- The supervising adult must remain in the centre while the lesson is conducted. All children must be collected at the completion of their swimming lesson

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
- A credit will be issued for missed lessons due to illness with prior notification
- 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
- Medical certificates will only be required for extended periods of absence (i.e. broken arm, surgery, etc.)

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 6 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

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 6 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

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

Requests for particular teachers

- Allocating teachers to each class occurs in the first week of term
- We cannot guarantee a particular teacher for any class
- We conduct ongoing training and development of all Swim School teachers which ensures the best Swim School service with all swimming teachers
- 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
- 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 and the Senior Teacher's decision is final. We will not pass your child into a level that we consider is not safe for your child's ability.
- For further information, please contact the Swim School office 1300 422 664 or email 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 you can apply for a credit voucher. A request form available from main reception or the Swim School office must be completed in full and emailed to 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

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
- 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