

Central Otago Swim School Terms and Conditions

The Central Otago Swim School provides comprehensive learn to swim programmes. By engaging in these programmes, you agree to abide by the following terms and conditions:

Lesson Scheduling:

- Central Otago Swim School swimming lessons operate throughout the year including school holiday programmes.
- Central Otago Swim School reserves the right to change lesson times and teachers depending on booking demands.
- Central Otago Swim School does not operate on public holidays.

Lesson Booking:

- Bookings can be made at either our swim centres portal or via email centralswimschool@codc.govt.nz. You will receive a confirmation email from us regarding your booking.
- All swim school students on enrolment must tell reception they are here for lessons. Their Teachers will mark attendance. If a lesson is cancelled or a child becomes sick no credit is given a makeup lesson will be provided.
- Due to high demand, Central Otago Swim School does not accept tentative bookings. Once a booking is made, it must be paid for before this booking is treated as confirmed.

Payment:

- Fees for our swim programmes during the year are to be paid in advance by direct credit at the pool facility or fortnightly direct debit, or via cash/EFTPOS before lessons commence.
- Note: Direct Debit option is available and the contract is between the customer and Ezi-debit. Dishonour fees apply if a payment is missed.
- If a payment due date does not fall on a working day, your account will be debited on the next working day. Payments made take up to FIVE working days to process.
- As long as a child remains enrolled in the Central Otago Swim School the direct debit will automatically continue each month until term balance owing is cleared.
- Fees for holiday swim programmes must be paid in full upon making a booking
- If a payment becomes overdue by more than two weeks, Central Otago Swim School will withdraw the child from swimming lessons.

Missed / Make-up Lessons:

- Central Otago Swim School needs to be notified at least 4 hours prior to lessons if a child is ill or cannot attend a scheduled lesson. This must be done via the online portal, email, phone or text.
- Subject to availability, between both parties. Central Otago Swim School can offer ONE make-up lesson per participant, per term when a lesson is missed due to unforeseeable circumstances.
- Make-up lessons must be booked TWO days in advance. Refunds or credits will not be provided as an alternative
- Make-up lessons are non-transferrable.

Parental Supervision:

- The safety of all users is a primary concern for Central Otago Swim School and safety measures are in place at all swim centres to reduce the risk of injury. However, it is the parent or caregiver's responsibility to ensure the safety of the child at all times while using the swim centre.
- Please note, your children must be poolside ready for lessons 5 minutes before commencement of lesson. No children are allowed to come to lessons via swimming under the lane ropes as this is a health and safety breach. The children are required to show they can do a safe entry in water each lesson.

Photography:

- To evaluate lessons, teachers or for promotional purposes, Central Otago Swim School may occasionally photograph lessons. If permission has not been given on the child's enrolment form, the child will not be included in any photos.

Private Swimming Lessons:

- For any private swimming lessons, the maximum number of students in a class is ONE.
- Make-up lessons can be offered under the conditions above, but these lessons usually will not be private and will be held with a scheduled group lesson.

Withdrawal from Central Otago Swim School:

- Notice of withdrawal from a Central Otago Swim School programme must be made in writing via an email to centralswimschool@codc.govt.nz.
- A withdrawal notice must be received before the 28th of the month. If this date is missed, you will be charged for the following month's lessons.
- Once payment has been made, no refund or credit will be offered should a child withdraw from a programme after week 6.
- It is your responsibility to cancel any direct debit payment.

Please contact us for further information on prices for swim programme timetables to centralswimschool@codc.govt.nz Any changes to classes will be advised via text or email.