

# Terms & Conditions for Central Swim School

<b>Department:</b>	<b>Aquatics Team</b>
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<b>Approved by:</b>	<Parks and Recreation Manager>
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## Purpose:

To clearly lay out the terms and conditions for the operation of the Central Swim School programmes.

## Principles and objectives:

- To ensure all swim school participants are treated fairly and equitably
- To ensure all swim school participants, or their parent or caregiver, is aware of their role and responsibilities when using the swim school programmes
- To provide COVID 19 guidance

## Terms & Conditions:

### Lesson Bookings:

Bookings can be made at either our swim centres portal or via email to [centralswimschool@codc.govt.nz](mailto:centralswimschool@codc.govt.nz).

Due to high demand, Central Swim School does not accept tentative bookings. Once a booking is made, it must be paid for before the booking is treated as confirmed.

Upon payment of your term booking, a 10-swim pool entry concession card will be issued. This card must be used to 'tag-in' on entry to every swim lesson.

### Arriving for lessons:

All swim school students on enrolment must advise reception they are here for lessons. Their teachers will mark attendance.

Please note, children must be poolside ready for lessons 5 minutes before commencement of their lesson.

## Parental Supervision:

The safety of all users is a primary concern for Central Swim School. Safety measures are in place at all swim centres to reduce the risk of injury.

It is the parent or caregiver's responsibility to ensure the safety of the child at all times while using the swim centre.

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.

## Payment:

Fees for swim programmes are to be paid before lessons commence.

Payment may be made by cash or EFTPOS at the pool, by direct credit, or by fortnightly direct debit.

If a child is having a swim before or after their lesson, they do not have to pay the pool entry fee.

If a payment becomes overdue by more than two weeks, Central Swim School will withdraw the child from swimming lessons.

## Holiday swim programme:

Fees for holiday swim programmes must be paid in full upon making a booking.

## Direct debits:

For direct debit payments, a contract will be set up between the customer and Ezi-debit directly. Dishonour fees apply if a payment is missed – customers must read the terms and conditions set by Ezi-debit.

If a payment due date does not fall on a working day, the account will be debited on the next working day. Payments may take up to FIVE working days to process.

As long as a child remains enrolled in the Central Swim School the direct debit will automatically continue each month until term balance owing is cleared.

## Cancelled or Missed lessons / Make-up Lessons:

Central 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.

No refund or credit will be granted for missed lessons.

One make-up lesson per participant, per term, can be arranged when a lesson is missed due to unforeseeable circumstances. This lesson is subject to availability.

Make-up lessons must be booked TWO days in advance. Make-up lessons are non-transferrable.

If a lesson is cancelled or we are unable to teach due to Covid-19 lockdowns or restrictions, lessons missed will be credited in the form of vouchers on your account that can be used towards payment of swim fees the following term.

## Withdrawal from Central Swim School:

Notice of withdrawal from a Central Swim School programme must be made in writing via an email to [centralswimschool@codc.govt.nz](mailto: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.

## 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 in this policy. These lessons usually will not be private and will be held with a scheduled group lesson.

## Photography:

To evaluate lessons, teachers or for promotional purposes, Central Swim School may occasionally photograph lessons.

Photographs are only taken with the consent of all parties appearing within the images, or their parent or guardian. If permission has not been given on a child's enrolment form, the child will not be included in any photos.

## Changes to classes:

Any changes to classes will be advised via text or email.

## COVID-19 Guidance for Parents, Caregivers:

The following precautions are in place due to the COVID-19 pandemic. They will be reviewed and updated as required through the management of the pandemic.

- Parents, Caregivers are to wear face coverings on entry
- Face coverings are encouraged elsewhere
- Children under the age of 8 must be accompanied by a caregiver aged 16 years or older when accessing facilities
- Facility users are expected to maintain 1 metre physical distancing from others within the facility, including when queuing at reception
- People displaying COVID-19 symptoms are not allowed to enter the facility.