



FLC Swim Programs

Terms and Conditions

COMMUNICATIONS AND UPDATES

Our primary method of contact is via email. Important updates and notifications are sent to the primary email address listed in your swim program account. Upon enrolment you must supply a current and valid email address and phone number. If this information changes it is your responsibility to update these details. If you unsubscribe from any of our communication the swim program team are not responsible for any missed updates or other important information sent out.

PROGRAM DATES

Learn to Swim programs (Aquababies, Under 5's, Over 5's, Dolphins, Youth Swim, Teen Swim, Adults, Private Lessons) run during school terms, however dates may vary slightly. View the swim program calendar in the "programs" section of our website to view the term dates and closure dates.

PUBLIC HOLIDAYS

Lessons are not held on public holidays or Easter Saturday and Sunday. Direct debit payments will be adjusted accordingly.

DISCOUNT FOR ONLINE BOOKINGS

A 5% discount is offered for all online bookings and will be deducted automatically when you enrol online. The full price will be charged for booking at the centre.

DIRECT DEBIT ONLINE BOOKINGS

All swim programs (Aquababies, Learn to Swim Under 5's, Learn to Swim Over 5's, Adults, Dolphins, Youth/Teen Swim, Junior Lifeguard Club, Private Lessons, Squads) are ongoing and require signing up for fortnightly direct debit payments – excluding AB1 (4–6-month-old infants) lessons which are free of charge. Ongoing means lessons will continue term-term, breaking only for school holidays, unless you cancel out of the program in writing (email or online cancellation form). This eliminates the need to re-enrol each term. Payments for lessons are debited two weeks in advance from a nominated credit card or bank account. When a student reaches age milestones (Aquababies), or achieves the required skills (all other programs) in their level they can move up a level at any time during the term. You may cancel lessons at any time, however you must give three days' notice prior to the next direct debit date. Agreeing to our terms and conditions when enrolling gives the City of Fremantle the authority to charge your nominated payment method on your swim program account. You must complete a cancellation form, online or at the centre, to cease payments.

AB1 LESSONS – 4-6 MONTH AQUABABIES

Starting Friday 25 June 2022 AB1 lessons for infants aged 4-6 months are FREE of charge. You are not required to provide any payment information upon making a booking into an AB1 class, however if you decide to continue with lessons from 6 months onwards, you must provide payment information and you will be charged a fortnightly direct debit fee. Free lessons are for our AB1 level only.

JANUARY HOLIDAY PROGRAM - UP-FRONT PAYMENT

The January holiday program requires an upfront payment for each week of the program. Credits and refunds will only be given if a medical certificate is supplied. Refunds incur a \$15.50 administration fee.

FREE SWIM ENTRY FOR SWIM PROGRAM STUDENTS (EXCLUDES SQUADS)

Students currently enrolled in our program can swim for free all year around upon presentation of their valid swim school card (excludes Department of Education programs – Vac-swim and In-term lessons). The parent or responsible adult attending as a spectator with the child on the day of the lesson receives free entry into the centre and may accompany the child in the pool before or after the lesson at no additional charge. Immediate family members can also enter the centre as spectators, free of charge on the day of the lesson. At all other times, parents/responsible adults are required to pay the relevant entry fee. Children under the age of 5 years must wear a Watch Around Water wrist band. Children under the age of 10 must be accompanied into the centre by a parent or guardian.

CANCELLATIONS

Cancellation forms are available at the centre and online.

Direct debit programs: Cancellation requests must be submitted at least three days before the next debit date. Dates are available on our website on the swim program calendar. There is no charge for direct debit cancellations. No credits will be given for lessons paid for prior to the cancellation confirmation dates.

January Holiday Program: Cancellations incur a \$25.00 fee and a credit will be put on our system to be used when re-enrolling. An extra \$15.50 fee will be charged for refunds.

Cancellation forms will only be accepted and processed at least 3 days prior to next direct debit date. Cancellation requests submitted less than three days before the net direct debit will not be processed until the following direct debit period. Direct debit dates are on our website in the swim program calendar.

NON-ATTENDANCE AND REPEAT DIRECT DEBIT REJECTIONS

Should a student not attend their lessons for four consecutive weeks we will contact you by email using your current details. If we do not receive a reply to hold on to your booking, we may cancel the booking. Non-attendances are checked regularly throughout each term.

When a direct debit payment has been rejected three times we will cancel the booking and the amount owing must be paid before re-enrolling at any point in the future.

CHANGES TO BOOKINGS

A swim school assessment prior to enrolment is required for all new / returning students to properly assess your child's skills (excluding Aquababies students). A student found to be enrolled in an inappropriate level will be moved to a class better suited to their abilities.

If you need to change the date or time of a lesson, call or visit the centre, or email the swim program team. Changes will not be effective until you have received confirmation in writing by our team.

CREDITS AND REFUNDS FOR MISSED LESSONS

A medical certificate must be provided to receive a credit or refund for a missed lesson. Medical certificates must state the students full name and the date(s) of missed lessons / sessions. We do not offer make-up lessons or suspensions for learn to swim program bookings. Refunds incur a \$15.50 administration fee. An administration fee does not apply to credits. Requests for refunds for medical purposes must be received within 30 days of the date of the certificate. Credits will expire three years from date of issue. A refund can be requested prior to expiry. Credits are non-transferable between accounts.

PROGRESSING TO THE NEXT LEVEL

When students achieve the required skills for their level (excluding Aquababies program) they will be assessed by an on-deck officer during their swimming lesson. If your child passes their level, the responsible person (parent / guardian) on the day will receive a change of class form. You will then be required to see the Customer Service Officers at the centre reception to find a day and time that suits, for the new swimming level. You are unable to change/move to a new class online. The online booking platform is for brand new bookings only. If you book into an extra class online, you will be charged for this booking. Once your child has passed a level, a report of skills achieved will be sent to your email address.

TEACHER CHANGES

Swim instructors may change at any time without notification. Credits will not be applied to swim program accounts for change of swim instructors for any swim program.

SWIM PROGRAM ENTRY CARD

Once enrolled, an entry card and parking permit for carpark 14 will be issued. Your entry card will be required to enter the facility for each lesson. If your card is not produced upon entry for three consecutive visits, a replacement card will be issued, and you will be charged the \$5 card replacement fee.

PARENTAL SUPERVISION

A parent or guardian is required to stay within the centre for the duration of their child's lessons and must be present at their child's lesson. Children under the age of 5 who swim before and/or after their lessons must be accompanied in the water and remain within arms reach at all times by a person over the age of 18. Parents or guardians in an Aquababies class must not leave children under 5 years of age unaccompanied on the pool deck.

COMMUNICABLE DISEASES

A person suffering from any skin infection or other communicable disease will be excluded from lessons for the safety and well-being of other participants and teachers.

Examples include: Chickenpox; Cold Sores; Conjunctivitis; Diarrhoea and/or Vomiting; German Measles; Molluscum contagiosum; Hand, Foot and Mouth Disease; Head Lice; Measles; Mumps; Plantar Warts; School Sores; Slapped Cheek Syndrome; Tinea/Ringworm; Whooping Cough. Credits for missed lessons will only be applied to your swim program account when a valid medical certificate is supplied. You may be refused entry into your lesson if a staff member suspects you or the student have a communicable disease.

BABY SWIMWEAR

The health act states that all children that usually wear a nappy are required to wear some form of aqua nappy if swimming in a public facility. Swim nappies must have elasticised legs and waist. We encourage our students to wear reusable swim nappies rather than single-use swim nappies. The FLC shop sells reusable swim nappies and you receive a 20% discount upon presentation of your swim program entry card. Please ensure that your children are suitably attired if they fall into this category for the comfort and safety of all patrons. Forgetting and/or neglecting to wear a swim nappy (children under 3 years in the Aquababies program) may result in refusal into your lesson.

ASSESSMENTS

All new / returning students over 5 years wishing to enrol into our swim programs must be assessed prior to commencing lessons (excluding select Learn to Swim Under 5 levels, Dolphins and Aquababies). Book your free swim assessment online through the online booked page.

Our learn to swim levels do not equate to the Department of Education, Royal Life Saving or other private or public swimming curriculums. Passing levels in other swim programs does not mean you will move up a level in our program.

CHANGES TO SWIM PROGRAM BOOKINGS / ACCOUNTS

Only the person listed on the swim program account as the responsible person, or the emergency contact can make changes to that account and the bookings made under that account. This includes class changes, cancellations, change of payment details, change of contact information, access to private account information.

DISCLOSURE OF STUDENT HEALTH CONDITIONS

All relevant student health conditions must be disclosed upon enrolment or as the condition arises to ensure staff maintain their duty of care to all students. Changes to student details including health conditions must be received by the swim program team in writing and will remain confidential.