

TERMS and CONDITIONS

Christ Church, Claremont, Mt Lawley

Bookings

Kirby Swim requires payment to be made at the time of booking to confirm the child's place in our program. If payment has not been received by the first day of the program commencement and the office administration has not been notified of extenuating circumstances, the swimmers place will not remain secure.



Cancellation

When you enrol to swim, you are committing to an entire term of swimming, and we are committing to your child's learning. No half term bookings or refunds will be made for relocations/illness/injury during the term. We accept cancellation of lessons up to 7 days prior to the commencement of Term, and a full refund minus a \$10 admin fee will be given. After this time cancellations will be accepted but refunds will not be made.

Missed Lessons

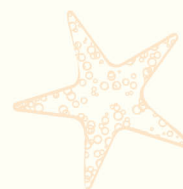
If your child is unable to attend we are unable to provide a make up lesson as this is of extremely limited value to the student. Placing a student into a make up class results in disruption and learning gains are limited at best. Learning occurs best with regular attendance to lessons. If your child has a serious illness or injury and cannot attend their lesson, please call us to discuss alternative arrangements. Missed lessons will not be carried over after completion of the term. Missed lessons will not be refunded or credited to your account.

Parental Supervision

A parent or guardian is required to remain on site for the duration of the child's lesson. All children under 10 years of age must be DIRECTLY supervised (visually) at all times. It's your responsibility to ensure that your contact details, emergency contact details and the child's medical history are up to date with us at all times.

Public Holidays

Kirby Swim does not conduct lessons on public holidays and you will not be charged for these lessons.



Weather/Unforeseen Incidents

You and your child's safety are our paramount concerns. If we need to evacuate the pool or cancel lessons at short notice for safety reasons we will contact you directly via SMS. Please ensure your details are up to date. We will act in good faith to credit or re-schedule for lessons cancelled due to exceptional circumstances, and all reasonable efforts will be made by us to limit disruption to learning.

Illness

Please refrain from bringing your child to swimming lessons if they are suffering from any contagious condition. These include nervous system infections, ear infections, eye infections, gastrointestinal infections, diarrhoea, colds, cold sores, coughs, infectious runny noses, open sores, skin infections, rashes or feet infections.

Toilet Training

Please ensure that non-toilet trained children wear a FIRM fitting aqua nappy at all times in the water to contain any accidents. This is a Health Department Requirement.

