**FARM COVE SWIM SCHOOL**

**TERMS & CONDITIONS**

Your enrollment at Farm Cove Swim School is governed by the terms and conditions set out below and in our website. By enrolling with Farm Cove Swim School you are confirming that you accept these Terms and Conditions.

Fee Policy

* Enrollment is per term/block course and fees are calculated by term/block period.
* All public/statutory holidays are observed and taken into account within the fee structure.
* No refunds are given for missed classes or any other reason.
* Swimmers will automatically roll over to the next term, except when a request for cancellation has been received 4 weeks before the end of the term. A late withdrawal will incur a $75 administration fee.
* When cancelling part-way through a term, the late cancellation of $75 plus all the lessons enrolled for (whether attended or not) are due.
* The Timetable is subject to change from one term to the next. Due to unforeseen circumstances the timetable may also change during the term.

Class Attendance and Behaviour

* All absences must be communicated to Farm Cove Swim School via our App (Skool Loop) in advance and as soon as you know an absence will occur.
* Make-up Lessons for classes missed due to medical reasons will be offered via our App.
* When a swimmer has a one-on-one (private lesson) it will be deemed a make-up lesson.
* Swimmers must be punctual to class, as a warm-up routine is essential and late comers are distracting.
* Regular class attendance is vital for swimmers to develop and progress.
* For hygiene reasons, all swimmers are required to wear swim caps. Babies are exempt due to their age.
* During class swimmers are expected to listen and show respect to their peers and Teachers. Farm Cove Swim School reserves the right to disallow disruptive swimmers the opportunity to participate in the class.
* Farm Cove Swim School reserves the right to expel any swimmer for bullying, swearing, disrespectful behaviour and/or breaches of any of the stated Terms & Conditions. The decision is at the sole discretion of the Directors.
* Parents / Caregivers are to refrain from disrupting classes.
* No food is permitted in the swimming pool area.
* Noise in the Swimming Pool area and Playroom areas must be kept to a minimum as excess noise can impede both Teachers and swimmers' concentration.
* Parents/caregivers must take all reasonable precautions to keep changing rooms and toilet area tidy and use it for its intended purpose.

Communication

* It is the parents/caregivers responsibility to read newsletters and emails.
* Any changes to personal details (email address, phone numbers etc) should be provided to Farm Cove Swim School to ensure records are kept up to date.

Safety and Injury Policy

* While Farm Cove Swim School takes all reasonable care in the conduct of its classes, it accepts no responsibility for injury or loss caused during class or while swimmers are on or near Farm Cove Swim School.
* Parents/guardians are responsible for ensuring that their child/ren are physically and medically fit for the class.
* Prior to the commencement of class, it is the swimmer's or parents/guardians responsibility to inform their Teacher of any medical condition and/or injury which is being treated or may be of concern.
* In the case of vomit or faeces the pool will have to be closed and treated to ensure hygiene. In such instances swimmers will be offered make-up lessons for classes missed.
* By agreeing to our terms and conditions you accept that Farm Cove Swim School Teachers will need to make physical contact with the swimmers so as to correct or assist their technique, style or stroke.
* Farm Cove Swim School aims to provide a safe environment to reduce the risk of injury. However, as with all sport, swimming is not without its risks and it should be recognised by all swimmers, guardians/parents that participating in swimming classes may result in injury.
* Farm Cove Swim School provides qualified, experienced and well-trained Teachers, who actively promote safety around water. However, it is the swimmer's responsibility to ensure they follow instructions given by their Teachers to avoid accidents and injuries around water at all times.
* At all times during class, you are responsible for your personal safety and must not conduct yourself in such a way as to put others at risk.
* A First Aid kit is kept on the premises and is available for any student/parent/guardian to use.
* Running on the premises is strictly prohibited.
* Farm Cove Swim School swimmers are under supervision while in class time and in the pool only. Teachers are not responsible for students outside their allocated class time or in the Playroom or outside the pool.
* It is the responsibility of the parent/guardian to ensure their child/ren wait for them in a safe place after lessons have finished.
* Farm Cove Swim School is a non-smoking environment.

Photography

* It is reasonable to assume some photo’s and/or videos will be taken.
* You must obtain consent from all people in your photos/videos before publishing it on social media.

Privacy Act

* To ensure we have all relevant personal details about our swimmers, we will collect and keep information from time to time.
* This information includes the information you provide on your enrollment form and updates you may provide us with.
* You need to ensure that the information you give us is true, correct and complete.
* Under the Privacy Act 1993 you are entitled to have access to, and request correction of this information which is held at Farm Cove Swim School, 5 Paykel Avenue, Farm Cove.

Concerns or Complaints

* We value your opinion and hope to make your involvement with Farm Cove Swim School as enjoyable as possible. If you wish to speak to us about any concerns, please contact us via phone 021 02909067 or email farmcoveswim@gmail.com