

## Flippa Swim School Terms & Conditions

Upon enrolling and participating in our Flippa Swim School program, swimmers and their families accept the following terms and conditions.

### Parent Supervision

Parents understand and will adhere to the Royal Lifesaving Society's Watch Around Water Supervision Guidelines:

- All children under the age of 11 must be supervised by an adult.
- All children under the age of 6 must be directly supervised and within arms reach of an adult in the water.
- Direct supervision means within arms reach at all times.
- Lifeguards will remove all unsupervised children from the water.
- Parents must remain on site for the duration of their child's lesson.

If a child is left on the side of the pool while the parent is in the water with another child, the parent will be asked to leave their class to supervise this child. Note: Creche services are available for additional children of Creche age.

### Assessments

All new and/or returning clients must book in for a complimentary assessment during the allocated times.

- While we acknowledge the levels completed at the Education Department, or other swim schools, all new or returning swimmers must undertake a Flippa Swim School assessment before joining the Flippa Swim School as we operate our own unique curriculum. This means that levels at another program may not necessarily align with ours.
- Swimmers returning after having more than one term off must book an assessment.
- Assessments are not required for those in the following classes – Aquababies, Adults and Support Needs.
- Assessments must be undertaken for all new swimmers 4 years and above who have had previous swimming experience. No assessment is necessary if you are new to the water.

### Term Based Program

Flippa Swim School is a term based program and runs in accordance with the WA Education Department term dates. Swimmers must book into each term to secure a position based on the advertised enrolment weeks.

On the completion of term, our Swim instructors will update the Swimmers Online Portal stating which level is recommended for the following term. Swimmers wanting to enrol in the following term may:

- Complete their enrolment online via their Swimmer Online Portal OR
- Visit the Swim School Reception Desk during operating hours of the appropriate week for enrolments.

Classes chosen must reflect the classes advertised on corresponding Swim School timetable.

All swimmers will receive a confirmation email from the Flippa Swim School before the term begins with their class details.

Unfortunately we do not offer make-up lessons as many of our classes run at capacity

### **Age Based Classes**

Swimmers booking into age based classes must be of that age by the time the term begins.

Parents and children are recommended to wear swim rash tops during their lessons. Rash shirts provide additional warmth for swimmers and can provide extra comfort for babies to grab on to during their lesson with Mum or Dad.

Children are not encouraged to swim prior to their class time to ensure they are not too tired for their lesson. We encourage a splash after the lesson has concluded

### **Class Transfers**

Swimmers may transfer into an equivalent class based on availability. This may happen up until the end of week 3 of the current term.

Swimmers may be required to transfer classes if their class does not meet the minimum attendance requirement for their class to continue. This is at the discretion of the Swim School Management Team.

### **Medical Conditions**

Parents are recommended to disclose any medical conditions of their children upon enrolment to allow Flippa Swim School to best accommodate their child within the program.

It is also advised to discuss any special requirements with their swimmer's Instructor or an On-Deck Officer.

### **Access to the Centre**

Upon the completion of a successful enrolment, the swimmer's access tag will be updated automatically including their parent's spectator pass. Any additional parent, sibling and/or grandparent must pay a spectator fee to gain entry.

Access to the Centre with Flippa access cards may only happen up to 30 mins prior to the start of their session.

Access will be denied into the Centre if outstanding payments are on the swimmer's account.

### **Certificates**

Swimmers in our Monday to Friday morning program will be issued a certificate at the end of term.

Other swimmers may request a certificate at the conclusion of the term.

Uncollected certificates are not posted out to swimmers.

### **Payments**

- We only accept card payments. We are unable to accept AMEX.
- No payment, no enrolment.
- Places cannot be held without payment.
- Swimmers with outstanding payments from previous terms may not book into another term until the payment is settled.
- Upfront or direct debit payments are available for our Term Program.
- Upfront payments are only available for our School Holiday Program.

### **Refunds**

The City of Melville LeisureFit Centres have a no refund policy. Refunds will not be approved under any circumstance.

This includes but not limited to unused credit vouchers due to medical reasons and/or credit vouchers held on a swimmers account due to circumstances of the Centre. i.e. pool closure or evacuation or due to a change in mind or travel reasons.

### **Credit Vouchers**

Credit vouchers for the current term will only be given to those that provide a medical certificate indicating a physical impairment or mental health concern that affects the ability of the swimmer or parent to participate in lessons. Medical Certificates must be from a doctor with whom there is no close personal relationship, and produced within one week of the missed lesson.

- All credit vouchers are valid for the following term only.
- Credit vouchers cannot be backdated for previous terms.
- No refunds will be given.
- Make up lessons are not available. Credit vouchers will not be given for a change of mind or for travel reasons.