



Kardinia International College

Kardinia International College Swim School Terms and Conditions (effective 5th April 2021)

New Enrolments

An enrolment form is to be completed, including a signature to acknowledge and accept the Terms and Conditions. Places are only secured once full payment has been received. We do not hold places or accept part payments. New enrolments will require an assessment – these are done on any week night from 4:00pm – 6:00pm and can be arranged with the Swim School office.

Re-enrolling for the next term

Parents of existing KIC Swim School programs will be automatically re-enrolled for the following term prior to the final two (2) weeks of the current term. All endeavours will be made to ensure that a class is available for the same day and similar timeslot (45 minutes either side of current class) however, at times, with level progressions this may not be possible. Following this, an invoice will be issued and sent via email two (2) weeks prior to the end of the current term.

Parents can make a request prior to assessment week for a change of day and time, and whilst these will be accommodated for where possible, it is dependant on availability and occasionally these changes will not be able to be made.

Please contact KIC Swim School if you do not wish to re-enrol for the following term.

Non-Transferable

Memberships and lessons are non-transferable to other people/family members and cannot be converted to other products or services.

Requests for change

Following the re-enrolment process, the last week of term is set aside to process requests for change. While every effort is made to accommodate requests, it is dependent on the availability of vacancies. No guarantees can be given to accommodate requests.

Fees and Payment Methods

Term fees are payable in full before the commencement of term. Payment may be made by the following methods:

- **Online (preferred method via our customer portal)**
- Eftpos/Credit card (Visa, MasterCard, AMEX) at The Goodfellow Aquatic Centre
- Cash at The Goodfellow Aquatic Centre.

We DO NOT have direct deposit or BPAY facilities available for payment of swimming lessons. Any payments made through this method will not reach us.

Due to some clients changing lesson days after paying term invoices, there may be small discrepancies shown on the new term's bill. These discrepancies are the difference in lesson costs, for example, if you had originally paid for a Monday session consisting of 9 lessons in a term (10 week term with a public holiday) and you moved to a Thursday session where there were 10 lessons.

If payment has not been made by the payment due date, students with an outstanding balance will be removed from their assigned class.

Please contact KIC Swim School if you would like to discuss further payment or class options prior to the payment due date. Payment extensions will be granted up to the commencement of the term if contacted prior to due date. Once due date is passed we cannot guarantee that the class will still be available due to extensive waitlist by current families for time changes and/ or new families waiting to enter the program.





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Squad fees are calculated differently to lessons. Lesson fees are calculated weekly whereas squad fees are based on a per term price, and therefore will not fluctuate each term based on the number of weeks lessons will be running, or with public holidays, as this has been factored into the yearly fee calculations.

Cancellations

This contract of membership can be voided if written notification is provided prior to the commencement of the KIC Swimming Program term. Cancellation received after term payment is made but prior to the commencement of the program term will receive a refund, less a \$20 administration fee. All terms and conditions of membership are binding once the first day of the program term commences (eg if class is on a Saturday the program term still commenced on the first Monday of the term, not on the Saturday when the first class is held)

No refunds will be provided once program term has commenced unless for medical reasons outlined below.

Refunds (on presentation of a medical certificate only)

Refunds or credits are available for medical reasons only if missing more than two (2) consecutive lessons. For two (2) or less missed lessons make up lessons will be made available only.

Notification of missed lessons must be received prior to 12pm on the day of the lesson for weekday classes, and before 8am prior to weekend classes. This can be done by either notifying through the customer portal or by calling (03) 5247 3225 and leaving a time stamped message.

A medical certificate for the missed lessons must be sent through within three (3) business days from the date of the absence to be eligible for a credit or refund to be applied. Please note that the medical certificate must state the child's name and the dates of unattended lessons. Refunds or credits will not be given to siblings missing lessons at the same time, unless they are also unwell and have a medical certificate supplied.

The completion of a refund request form is required to be eligible for a refund of swimming fees. Refunds will not be issued to any person other than the registered customer name on our system. Refunds are issued from the date the completed request form is received at the office. An administration fee of \$20 will be deducted from all refunds. An administration fee will not be applied if money is remaining in credit for future lessons or programs.

Missed Lessons

Make up lessons are only available due to illness/injury or prolonged holidays – space permitting. For students in private lessons a make up class will be performed in a group lesson only, not in a private class.

There is a maximum of two (2) make-up lessons per term, unless prior arrangements have been made with KIC Swim School management.

The office is to be notified of non-attendance by 8:00am for Saturday lessons or 12:00pm for after school lessons on the day of the lesson, preferably via the customer portal OR via email at aquatics@kardinia.vic.edu.au. OR via phone. The office number is (03) 5247 3225 – please leave a message on the answering machine, which is time and date stamped.

- Make up classes are subject to availability and space in the program, day and time will vary depending on Level.
- No make up classes are given in the first 2 weeks of the school term.
- No make up classes are given for non-attendances in the last week of term.
- Make up classes or missed classes cannot be transferred to the next term or refunded, including Holiday Programs.
- Absences can only be recorded up to four (4) weeks in advance
- Make up classes can only be booked 2 weeks in advance.
- We cannot guarantee availability of make up lessons, and you may need to check the app each day to see if availability appears due to families notifying absences.





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Public Holidays/School Holidays

The Goodfellow Aquatic Centre will be closed on the following public holidays, which means no swimming lessons or squad programs will be held on the following dates:

- *Australia Day Weekend
- * Labour Day Weekend (Saturday and Monday classes)
- * Good Friday – Easter Monday
- * Anzac Day
- *Queens Birthday Weekend (Saturday and Monday classes)
- *AFL Grand Final (Friday and Saturday classes)
- * Melbourne Cup (Tuesday classes only)

In addition to the dates listed above the Goodfellow Aquatic Centre will close for all programs for 3 weeks over Christmas/ New Year, and for 1 week in June (last week of Term 2 / First week school holidays for Kardinia International College students)

Photos and Video

To help us protect the privacy of all swimmers and their families, please ensure that no photos or videos are taken during lessons or squad times.

KIC employees (eg Coaching and Aquatic Staff) may be required to take videos or photographs for training or promotional purposes. If you do not wish for your child to be photographed, please address this in writing to aquatics@kardinia.vic.edu.au.

Swimming Attire

It is recommended students wear a swim cap and goggles. These can be purchased from the front desk of the Goodfellow Aquatic Centre. It is a minimum requirement that hair is tied back for lessons to provide a more conducive learning environment.

Entry and Exit Process – COVID RESTRICTIONS

The Goodfellow Aquatic Centre will be operating a 'one way in, one way out' policy in 2021.

Doors to the facility will open 15 minutes prior to the commencement of each lesson timeslot. Entry to the facility will be made through the main doors at reception. These doors will be closed 5 minutes after the designated lesson start time, and no further entry to the facility will be permitted.

Exit from the facility must be made within 10 minutes of the end of classes, and will be made through the back exit doors by the 25m pool.

Change Rooms – COVID RESTRICTIONS

Due to our short timeframe for entering/ exiting the building, along with the cleaning requirements and the small space in our changerooms (only permitting 8 people within the space at any given time) our main change rooms will remain closed, however the on pool deck 'quick change' spaces, open shower and family change room will all be open for use.

Parent Supervision – COVID RESTRICTIONS

Two (2) spectators per family group will be able to enter the facility to supervise their children whilst attending lessons. We are unable to permit more than 2 spectators per family group into the facility at this time due to our current COVID restriction levels.

Squad parents will only be able to enter the facility if they also have a child in the swimming lesson program. There is no parent supervision allocation for squad swimmers only.

Parents/ Guardians will need to 'sign in' using the Services Victoria App / QR code for the GAC facility, if they are entering the facility to observe lessons, to assist with our customer tracking in the event of a Covid outbreak.





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Parent Lesson Viewing – COVID RESTRICTIONS

We aim to protect the safety of everyone in the Aquatic Centre and keeping walkways and the pool deck clear allows for prompt access in an emergency or first aid situation. To ensure the safety of all patrons, Parents are asked to sit on the viewing stands or in the café area during Learn to Swim.

Along the window side of the pool is restricted space due to the narrowness of the walkway and the requirement of staff to have ease of access at all times, please do not sit in this area as this goes against our OH&S policies. Parents of students swimming in the toddler pool are encouraged to speak with the Goodfellow Aquatic Centre staff in relation to safe viewing points during these classes.

