

# TERMS and CONDITIONS

**These terms and conditions apply to all Aqua Artist Swim School. By making payment in part or in full you accept these terms and conditions.**

## General

- AQUA ARTIST reserves the right to cancel or change classes and instructors or move students if the need arises.
- AQUA ARTIST makes every attempt to maintain consistency of instructors, it is not always possible and the best available substitute will be made at the discretion of the manager.
- Timetable is subject to change from one term to the next. Due to unforeseen circumstances, the timetable may also change during the term.
- Credit will not be issued for teacher changes.
- Payment only allows entry on the day of lessons for swimming lesson participant and spectators. However, children in lessons are welcome to stay and swim as long as they like after their lesson. Any other person who are not booked into lessons during that session must pay the pool entry to swim. It is preferred that you do not allow your child to swim before their lesson thus ensuring maximum benefit is received from their lesson.
- Children under the age of ten must be supervised by an approved adult over the age of 16 years at all times while entering the facility.
- Our instructor's duty of care does not begin until the student is placed into their class and ends when the class is complete. Parents or caregiver will need to supervising their kids all the time.

## Bookings

- Your lessons will automatically roll over to next term **by week 7** of the current term unless you contact us to cancel.
- **Moving days/times for existing students.** Existing students can move days and times for following term **by week 8** of the current term **ends the last working day of week 8**. This week is priority rebooking week and is only open to existing students.
- The roll over lesson is booked each week on the same day and time.
- We will start enroll new student from week 9.
- You are more than welcome to join our lessons during the term, fees will be calculated prorated.

## Fees

- All learn to swim classes are term payments
- Payment must be made on or before the DUE DATE to secure a place in class.
- If fees are not received your child will be unable to continue their lessons until the account is brought up to date. This may mean the swimmer loses their space in the class.
- In the event that your class is not 60% full, a swim school staff member will contact you to transfer to an alternate class. All lesson cancellations are at the discretion of the Swim School Manager.
- Due to operational cost, there is no refund will be issued at Aqua Artist swim school.
- We can only take off two weeks of lessons' fee during one term if we are informed of the missing date when we enroll your kids to the class.
- We can prorate the price if we are informed that you need to finish the term early than normal scheduled term when we enroll your kids. If you finish early more than 2 weeks of scheduled term, you will lose your priority to enroll to the next term\*
- Maximum deduction of the class during one term will be 5 classes\*

\*Apply to the group class only.

## Make ups

- Make up lessons are offered in all 4 terms exclusive school holiday program.
- Only 1 make up lesson per participant, per term where vacancies exist.
- To qualify for a make-up lesson, you must call, email or cancel online at least 2 hour before your scheduled lesson.
- **Missed lessons cannot be made up if we are not notified prior to the lesson.**
- If your scheduled makeup class is missed, a replacement cannot be offered.
- **To require a make-up lesson**, you must call, email or apply online to schedule your make-up lesson. Please note: make-up lessons cannot be used to extend lessons.

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- We cannot guarantee times will be available to suit your needs.
- Make-up lessons will only be issued during terms. Due to the popularity of school holiday period, make up lessons are not offered under any circumstance. Exceptions will not be made so we kindly ask that you adhere to the policy to avoid disappointment of refusal.
- If you start late or withdraw early from your class for any reason, you will not receive a make-up lesson.
- For make-up group lesson or 1 on 2 lesson, if there is no suitable place, student will probably be put into private lesson for 30min.

## Credits

Credits will be issued under the following guidelines:

- Any cancellation or extend your lessons into next term has to be made in 2 hours before start of your lessons otherwise the full amount will be charged.
- If you made notice after your class commenced, there will be 50% of your remaining lesson fee credited into your Swim School account valid for 12 months.
- If you have to cancel your lessons due to the illness or any physical reason provided with a doctor's certificate, there will be 80% of your remaining lesson fee credited into your Swim School account valid for 12 months.
- If Aqua Artist Swim School cancels a swimming lesson which has been paid for in full, a credit will be issued for the lesson to your Swim School account.
- Credits will only be considered for 3 or more consecutive absences from lessons.
- Credit is issued for use in Aqua Artist Swim School, this include for future swimming lessons or purchase any products.
- Reason for application must be given.

## Behavior policy

- Swim school teachers reserve the right to remove any students they believe to be behaving in a dangerous or disruptive manner in any level class. This is up to the discretion of the teacher, pool side supervisor and management.

## Communication

- It is the student and parents' responsibility to read emails or newsletters.
- Any changes to personal details (email address, phone numbers etc.) should be provided to Aqua Artist Swim School to ensure records are kept up to date.

## Photography

- Please speak to swim school if you do not give consent for your child to be photographed.

## Safety and Injury

- Aqua Artist Swim School will not take any responsibility while students leave the class for toilet or any other reasons.
- Aqua Artist Swim School will not take any responsibility for injuries or losses caused during class or while swimmers are in or near Aqua Artist Swim School.
- Parents/guardians are responsible for ensuring that their child/children are physically and medically fit for the class.
- Aqua Artist Swim School provides experienced and well-trained instructors who actively promote safety around water. However, it is the student's responsibility to ensure they follow instructions given by their swimming instructors to avoid accidents and injuries.
- It is the responsibility of the parents/guardians to ensure their child/children wait for them in a safe place after lessons have finished.

Please acknowledge your understanding and agreement with the terms and condition