

TERMS AND CONDITIONS

To ensure that every participant receives the maximum benefit from our service, please take the time to read through the following Terms and Conditions, relevant to the FLINDERS AQUATIC ACADEMY.

GENERAL CONDITIONS:

All participants must abide by the general Terms and Conditions of the FLINDERS AQUATIC ACADEMY program. Management reserves the right to refuse entry, suspend or cancel a membership without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry.

Every effort will be made to adhere to the timetable of bookings but FLINDERS AQUATIC ACADEMY reserves the right to change and alter classes as necessary.

PAYMENT OF FEES:

All associated fees per term booking for each swimmer must be paid in full at registration and prior to start. Holiday intensive programmes will be available in between terms at an additional cost. These blocks also require payment prior to commencement.

All payments can be made at the kiosk (reception) via VISA, CREDIT CARD, CASH, payment methods, over the phone or via the INTRAC Booking system via the FAA Website.

All fees and Passes are non-refundable. Please note that any credits that are not used up after 1 year, will not be refunded.

MULTIPLE CHILD DISCOUNTS:

If a family has more than 3 children enrolled in FLINDERS AQUATIC ACADEMY **at the same time**, a discount applies to the 4th child at 25%

CERTIFICATES AND PROCESSES:

Certificates of participation and achievement are accessible from the instructor when a level is achieved. Students will progress through levels of the program as they attain and consistently demonstrate the listed skills with confidence. The rate at which each student progresses is on an individual basis and will be assessed and communicated openly through our experienced instructors and coaches.

Please note additional charges will apply at the time the swimmer proceeds to the next step on our pathway.

RECEPTION AND ACCESS:

All FLINDERS AQUATIC ACADEMY customers should report to Reception if they need to make any changes to their current situation, such as changes in address, phone numbers, emergency contacts, email address, medical information, etc.

MOVE BOOKINGS:

If your child cannot attend their regular lesson or you would like to permanently MOVE your child's booking, email or come and see us in the office. Please allow 24 hours' notice for non-attendance or you forfeit your lesson.

ATTENDANCE AND ABSENCE:

Regular and consistent attendance is essential to assist the development and attainment of skills for each swimmer. We highly recommend 2 lessons per week for learn to swim members who would like to progress quickly. It is recommended that all squad members ensure that they attend the recommended sessions relevant to their allocated squad. Attendance must be punctual and prior to the lesson/squad commencing to ensure minimal disruption for all. For any specific happening i.e. Medical issues/holiday please email us @ flindersaquaticacademy@outlook.com to inform of reason of absence and duration.

For long duration illness and injury please email/forward a medical certificate. At management discretion, considerations may be made to freeze bookings.

Make-up learn to swim lessons do not roll over from term to term. If a lesson is missed and 24 hours' notice has not been given, the lesson will be forfeited.

If you are absent from your make-up session you have arranged, you forfeit your opportunity to redo the lesson.

If you miss a squad session there are other sessions in the week to choose from. There are no make ups for squads.

PRIVATES:

To book a private lesson, you are required to book for a minimum of 3 consecutive lessons. Private lesson fees are \$40 per child/per lesson for 30 minutes or \$25 per child/per lesson for 20 minutes.

24 hours' notice is required if you cannot make your Private lesson. If 24 hours notice is not given you will forfeit your lesson and no refund or makeup will be given

HEALTH AND APPROPRIATE ATTIRE:

Each swimmer is required to wear appropriate clean and suitable swimming attire in the swimming pool. **All students need to wear a cap and goggles for training. This applies to all the groups from Turtles through to Dolphins.** We request that children up to the age of 24 months and non-toilet trained must wear a **swim nappy** with elastic waist and leg bands.

Please note that we will not lend out spare goggles or caps due to Health and Safety reasons; however caps, goggles and general swim equipment (including babies nappies) will be available at the Centre Kiosk for purchase. All swimmers must come prepared and equipped for each lesson.

MEDIA CONSENT & RELEASE:

By signing this form, you consent to Flinders Aquatic Academy using the photographs and/or videos listed below (which may contain your image) in any of its publications and materials (including written , electronic or multimedia materials) for distribution on Instagram or Facebook, for Flinders Aquatic Academy's social media for educational, promotional or reporting purposes.

When giving your permission, you should be aware that any information published on the internet is accessible to millions of users from all over the world, that it will be indexed by search engines and that it may be copied and used by any web user. This means that once the image is published on the internet we will have no control over its subsequent use and disclosure. You also acknowledge that you are not entitled to any remuneration, royalties or any other other payment from Flinders Aquatic Academy in respect of the use by Flinders Aquatic Academy of the photographs and/or videos.

EVENTS:

Please note that the centre is a large multipurpose facility and may be used for sporting events throughout the year. The Centre will use its best endeavours to accommodate all users of the Centre during these periods, ensuring every effort to keep you informed of potential disruptions or cancellations. This includes unforeseen natural disaster/extreme weather. Flinders Aquatic Academy will not be at any liberty to offer make-up lessons or refunds, as this is something out of our control.

PUBLIC HOLIDAYS:

Flinders Aquatic Academy will be closed for all public holidays. Additional closure may apply to other holiday periods and will be advised promptly.

CANCELLATIONS:

All members must provide a minimum of 1 weeks' notice after minimum term is completed. Notification is required in writing and can be forwarded via email. If you decide that your child will have a term off, they will require a re-assessment before re-joining, as swimmers are known to regress with absence from swimming.

INDEMNITY:

I acknowledge and agree that FLINDERS AQUATIC ACADEMY, its employees and contractors will not be liable for any loss, damage to any person's belongings or properties arising from any acts or commissions by FLINDERS AQUATIC ACADEMY, its employees and contractors or any participant in the FLINDERS AQUATIC ACADEMY centre arising in relation to such loss or damage.

I, _____ have read and understood all TERMS and CONDITIONS regarding the FLINDERS AQUATIC ACADEMY program.

SIGNED: _____

DATE: _____

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