

Policies



Our swim school has a couple of policies that we are strict on:

Invoicing

Your invoice will be sent by email. This can be payable by BPAY, bank transfer or in the office by Cash, Cheque or Eftpos. * Please note there is a 1.5% surcharge on transactions in the office. If you do not receive your invoice prior to your lesson, please let us know. Sometimes our invoices will go into your junk-mail so please look for it in there and be sure to save us as a safe sender as we will be using our software server iswimbulli@thinksmartmail.com to send out newsletters and other notifications.

All fees are due by the first week of the term. We are happy to assist with payment options if required.

Swim Nappies

All children 3 years and below MUST wear a firmly fitting swimming nappy "Happy Nappy". This is in ADDITION to any disposable aqua nappy that is worn underneath. This also applies to any children over the age of 3 years who are not completely toilet trained. We reserve the right to ask any person that is not complying with this policy to exit the pool. This policy is in place to ensure the highest possible water quality for our patrons.

Please note: Happy Nappies are available for purchase of \$30.00 at the pool.

Swim Caps

All children with long hair must wear a swim cap. It helps protect your child's hair from becoming damaged and it improves their ability to see and swim as well as ensuring the highest possible water quality for our patrons.

Make-up Lessons

One make-up class per term is allowed due to sickness only.

All fees must be up to date to qualify.

Makeups are not carried over to future terms.

Notification of cancellation of your class via email is required prior to the missed class.

Makeup classes are subject to availability and not guaranteed.

If you are unable to attend your lesson. Your lesson is forfeited.

Supervision

Parents are not to leave any children unsupervised, parental supervision is required at all times. Whilst in and outside the swim centre.

Children must have a parent or guardian 18 years or older present at all times.

Damage caused to private property will be subject to charge and is a condition of entry ie. throwing rocks at cars, any damage caused to any private property.

Entry & Driveway

A 10 km/h max speed limit is required for the driveway entry road, (NO SPEEDING) is permitted.

Children and parents also utilise the driveway for pedestrian entry. Extreme caution by all drivers is required at all times.

Pool Area

NO Food is permitted to be consumed within the pool building at any time. Food may be consumed outside only.

You are required to clean up after yourself and properly dispose of all litter.

Enrolments

All enrolments automatically carry over to the following term.

Cancellations

Two weeks written notice is required, (by email) to withdraw from your automatic enrolment and class prior to the end of the current term.

Failure to provide such notice will be subject to an administration fee and late cancellation charge.