

Fee and Pool Policy Acknowledgment Form

General Pool Policy

- Parents or Guardians of children under the age of 12 are required to stay on the premises while their child is swimming.
- Parents are required to take their child to the toilet during lessons; it is not the responsibility of the child's teacher.
- All children 3 years and under are required to wear a swimming nappy and a happy nappy over the top.
- All children over the age of 3 are required to wear a swimming cap.
- Enrolments are automatically carried over to the following term as a courtesy to our current customers as our Waitlist is extensive. Parents must notify ISWIM in writing prior to the commencement of Term if your child will **not be returning** to avoid any penalties. *

Fees and Payments

- Fees are to be paid in full by Week 1 of Term.
- Any family with outstanding fees at the end of Week 2 of the term will run the risk of losing their child's placement. **NO FEES = NO SWIMMING**
- ISWIM must be notified before the commencement of the Term if your child will **not be returning**. If notice is not provided in writing ISWIM reserves the right to charge the customer for half of the term.
- Refunds and Credits will only be given in extreme circumstances and are subject to management approval.

Illness, Injury and Make Up Lessons

- 12 hours notice must be given when missing a scheduled class in order to be eligible for a Make Up Lesson.
- Make-up lessons are dependent on availability and not guaranteed. Swimmers are only eligible for 1 Make Up Lesson per term, if ISWIM has been given a minimum of 12 hours notice of the child's absence and term fees have been paid in full.
- If you are absent for a Make Up, you forfeit that Make Up.
- Any child missing multiple consecutive weeks for holiday or illness must provide ISWIM with sufficient notice.

I have read and agree to the above policies.

Parent\Guardian Name: _____

Signature: _____

Date: _____

Thank you for choosing to learn and swim at ISWIM. Happy & Safe Swimming!