

## TERMS & CONDITIONS - Updated: JULY 2022

- UPDATES: A SCHEDULED FEE INCREASE WILL COME INTO EFFECT IN TERM 4, 2022 (INCREASED FROM \$17.00 TO \$18.00 PER LESSON)
- NEW SYSTEM OF ASSESSMENT & PROGRESS REPORTING TO BE IN PLACE BY TERM 4 (to replace now obsolete progress books)

*By making a booking at Launceston Swim School, you understand and agree to comply with the following Terms & Conditions:*

### **LESSON FORMAT**

30-minute weekly sessions on same day and time each week.

Group classes \$17.00 per lesson. Private 30min 1:1 lesson \$45.00 / 2:1 lesson \$65.00.

Enrolment for entire term must be paid upfront, with the exceptions of bookings made after the start of term. Enrolment is on a term-by-term basis with the option to continue or withdraw at the conclusion of each term.

We do not operate on Sundays, public holidays or the holiday break between public school terms, with the exception of any scheduled school holiday programs or casual swim sessions.

### **LESSON BOOKING**

Swim School terms closely follow public-school term dates, ignoring any pupil-free days and partial weeks. You will not be invoiced for any recognised public holidays.

A non-refundable deposit of \$50.00 per child is required at the end of each term to secure an ongoing booking for the following term. Deposits are deducted from the full-term invoice amount.

If a deposit is not received, and no written correspondence is made regarding intent to return, your enrolment will be considered vacant and can be offered to a family on our wait list.

Accounts issued for each individual term and will be emailed to customers in the break between terms. Payment in full is due by no later than end of first week of school term.

New bookings made after the start of a term must be paid in full at the time of booking to secure the placement. A class position will be held no longer than 24hrs without payment. Late payment fee of \$5.00 per week will apply to all accounts that remain unpaid past the due-by date stated on the invoice.

\*If you are facing financial hardship, please speak to management about your options to avoid incurring late fees.

### **FEES & CANCELLATIONS**

If a cancellation is made after deposit is paid the deposit will not be refunded, however the credit will be applied to the customer's account and can be used for future bookings.

Any cancellation made after term invoices have been issued but before lessons resume will incur an administration fee of \$30.00 per invoice.

Any cancellations made after the start of a new term will require payment for any positions held for a student/s, regardless of attendance or absence in the lesson(s).

Any bookings remaining unpaid after the due date may be cancelled at our discretion, incurring the above booking and administration fee.

If we do not receive notification that your child will be absent (and fees are unpaid), your booking may automatically be cancelled after two consecutive non- attendances, and you will still be charged accordingly for these lessons.

We reserve the right to charge any interest and/or fees on overdue accounts and to add collection costs to any outstanding debts.

### **ABSENTEEISM AND MAKE-UP LESSONS**

Each individual student is permitted 3 make-up lessons per term.

Each individual makeup lesson has an expiry period of 100 days.

To be eligible for a make-up lesson the office must be notified of a child's absence before the cut-off time. For pre-school age children who swim before 3:00pm or children who swim on a Saturday the cut off is 9:30AM the day of the child's lesson. For children who swim weekdays after 3:00pm the cut off is 2:30pm the day of their lesson.

If reception staff are unavailable, please leave a message on our telephone answering service which is available 24 hours a day, 7 days a week. An email or Facebook message is also an acceptable form of notification.

To book a make-up lesson there must be a vacant position or absentee in a class of the appropriate level as your child. This class can be any day, time and instructor. Make-up lessons can only be booked in the week the lesson will be taken, not in advance.

Siblings may take make-up lessons on behalf of one another but make-up lessons are not transferable to any other person.

If you cancel a make-up lesson outside of the cut-off times for notification, or fail to attend, you will forfeit that make-up lesson.

For private 1:1 lessons, we will offer the next available private time slot and available instructor for a make-up.

Make-up lessons may also be exchanged for a Casual Swim, Movement to Music session or partial deposit on a pool party booking.

In cases of extended illness, injury or special circumstances, please contact Launceston Swim School Management to discuss options.

We do not offer refunds or discounts off future invoices for absent notifications.

### **PROGRESSION / FEEDBACK**

\*Blue progress booklets are now redundant. Our progression and grading format are currently undergoing some reconfiguration and upgrades. The following still applies. Students are constantly assessed and graded throughout term; feedback is given to management about any changes that need to be made in relation to a child's progression and class dynamic.

Classes are made up of children of similar abilities and skills. Class levels will often be updated throughout the term/ year as classes progress their skills.

Parent/guardian feedback is welcome and should be directed to office staff/ management only (please be mindful that swim instructors have multiple classes each shift and deserve a safe and uninterrupted work environment)

**PLEASE NOTE:** We are currently updating to a new software system which allows us to book swim classes and invoice for them in a more automated fashion. If you have any discrepancies with your invoice/ booking during this period of transition to the new system, please email management on [accounts@launcestonswimschool.com.au](mailto:accounts@launcestonswimschool.com.au)