

Terms and Conditions of Enrolment

By enrolling in swimming lessons or aquatic programs at Geelong Aquatic Centre, parents or guardians acknowledge that they have read, understood and agree to the following Terms and Conditions.

These Terms and Conditions apply to all participants and their families attending programs at the centre.

1. Enrolment and Ongoing Bookings

Swimming lesson bookings at Geelong Aquatic Centre operate on an ongoing basis. Once enrolled, a student's place in a class will remain active until the centre receives a request to cancel the enrolment.

Two (2) weeks written notice is required to cancel a booking. Notice must be provided through the parent portal or app, via email, or directly to the front desk. Verbal notice provided through a student will not be accepted.

Fees for the two-week notice period will apply regardless of whether the student attends the lessons during that time. If a student stops attending lessons without providing written cancellation notice, the account will continue to be charged until notice is received. This ensures the student's place in the class is reserved and not offered to another family on the waiting list.

If a student cancels their enrolment and later wishes to return, availability in the same class is not guaranteed.

2. Payments and Fees

Lesson fees are charged to secure a student's place in a class. Payment must be made according to the payment method selected at the time of enrolment.

Parents and guardians are responsible for ensuring that all fees associated with their child's enrolment are paid on time.

Geelong Aquatic Centre reserves the right to suspend participation in programs if accounts remain unpaid.

3. Make-Up Classes

Make-up classes are available where an absence has been reported at least thirty (30) minutes prior to the scheduled lesson time.

Each swimmer may receive up to eight (8) make-up classes per calendar year, with an expiry of three (3) months after the missed class.

Make-up tokens are issued for the following reasons:

- illness
- medical appointments
- school camps

Make-up classes can be requested and booked through the parent portal or mobile app and are subject to class availability.

4. Holiday Discount

A 50% discount may be provided when a family is unable to attend lessons due to a holiday during the swim term. Advance notice must be provided to the centre to apply this discount.

5. Attendance and Supervision

Parents and guardians are responsible for supervising their children while attending the centre, including before and after swimming lessons.

Children must remain under appropriate supervision at all times unless they are actively participating in a supervised class.

For safety reasons, Geelong Aquatic Centre requires that:

- Children under the age of **10 years must be accompanied by a responsible adult while attending the centre.**
- Children under **5 years must remain within arm's reach of a supervising adult when in the water outside of structured lessons.**
- Parents or guardians must remain **within the facility for the duration of the lesson** unless alternative arrangements have been approved by the centre.

Supervision requirements are consistent with aquatic industry safety guidance provided by Royal Life Saving Australia.

Failure to supervise children appropriately may result in staff requesting the supervising adult to remain with the child or take other action to ensure the safety of patrons.

6. Parent and Spectator Conduct

Geelong Aquatic Centre is committed to maintaining a safe, respectful and supportive environment for all children participating in programs.

Parents, guardians and spectators attending the centre must behave in a manner that supports a positive learning environment and respects staff, children and other families.

All visitors are required to comply with the **Parent and Spectator Code of Conduct**, which outlines expectations regarding behaviour within the facility.

The Code of Conduct is available on our website at geelongaquaticcentre.com.au/child-safety and may also be requested from reception.

Failure to comply with these expectations may result in action being taken by the centre, including being asked to leave the facility or suspension from programs.

7. Child Safety Commitment

Geelong Aquatic Centre is committed to protecting the safety and wellbeing of children participating in our programs. Our policies and procedures are designed to align with the Victorian Child Safe Standards and promote safe, respectful environments for children.

Information about our Child Safety policies is available on our website.

8. Security and Surveillance

To maintain the safety and security of staff, children and visitors, Geelong Aquatic Centre operates a security system that includes surveillance cameras located throughout the facility.

These cameras may record video and audio within areas of the centre including pool areas, reception and common areas.

Recordings may be used for safety, security, incident review, staff training and complaint investigation purposes. By attending the facility, parents, guardians and visitors acknowledge that they may be recorded by the centre's security system.

9. Safety and Operational Directions

All participants and visitors must follow the reasonable directions of instructors, supervisors and centre management.

Geelong Aquatic Centre reserves the right to take appropriate action where behaviour is considered unsafe, disruptive or inconsistent with centre policies.

This may include requesting that a person leave the facility, restricting access to certain areas, or suspending enrolment in programs where necessary.

10. Changes to Programs or Policies

Geelong Aquatic Centre reserves the right to make changes to lesson schedules, instructors, class structures, policies or fees where necessary to ensure the safe and effective operation of programs.

Where possible, reasonable notice will be provided to families.

11. Agreement

By enrolling in programs at Geelong Aquatic Centre, parents or guardians acknowledge that they have read and agree to comply with these Terms and Conditions.