



# SPLASH PALACE



## Swim School

# TERMS AND CONDITIONS

December 2020

### PAYMENTS

Payment is due on or before the first day of lessons at the Splash Palace reception desk. Please make cheques payable to Invercargill City Council. Credit Card and EFTPOS card facilities are available. The course fees include pool entry and GST.

On receipt of payment, you will receive a personal lesson card to be used for the duration of the course. Please ensure that you present the card at reception for each and every lesson.

Please note course costs are based on a maximum number of lessons per course. These may be modified by Splash Palace at the beginning of every term and course costs will be adjusted to reflect this.

### REFUNDS AND CANCELLATIONS

1. If we cancel a swimming lesson, and you have paid in full then you are entitled to a credit for the value of the lesson that can be applied to the following term. If you are not intending to have lessons in the following term then a refund (bank deposit) can be issued.
2. If you are unable to complete the lessons for the term we can either credit you the value of the remaining lessons booked in full for the following term or refund the remaining lessons booked for that term, less a \$20 administration fee via a bank deposit.
3. You must give notice of your intent to cancel before the start of your next lesson:

(a) via email to [swimschool@splashpalace.co.nz](mailto:swimschool@splashpalace.co.nz), or

(c) by phoning the Splash Palace Swim School on (03) 217 7506, or

(d) by leaving a message if the phone is unattended.

4. Lessons do not run on public holidays. Fees will be set at the beginning of the term according to the number of lesson days.
5. We cannot provide in-term catch-up lessons for swimmers who miss their scheduled classes.
6. If your child is unable to attend their scheduled classes due to medical reasons we will credit you the value of the missed lessons. A valid medical certificate is required.

### IMPORTANT INFORMATION YOU NEED TO KNOW BEFORE STARTING LESSONS:

#### CHANGING FACILITIES

There are male, female and family changing areas. If your child needs assistance in getting changed, you may use the family change area. There are baby change tables in the Learners' Pool Parent Area, family change room and female change rooms.

#### SAFETY

- Please walk in all areas of the building. Children who are not in classes must remain seated with their parent or guardian away from the poolside.
- Children may not enter the Pool until instructed to do so.
- If your child has a health problem, please let us know when enrolling or contact swim school.
- Make sure you let the swim school know of any health problems that may affect your child's swimming.

### POINTS TO REMEMBER

1. To minimise delays and loss of teaching time, please arrive 15 minutes early on the first day of lessons.
2. Please keep other children with you, seated and supervised at all times
3. Please do not let your child enter the pool while waiting for lessons to start.
4. Please phone in all absences before the start of lessons
5. Please don't talk to teachers while they are teaching as this interrupts classes. Contact Klavdiya if you want to know about your child's progress.
6. Swimming lessons can be an exciting time for kids, however some have trouble adjusting. We ask that you are on hand to help comfort your child in these situations.
7. Please be aware that scheduled teachers may change during the term depending on availability.

### CLASSES

#### LEARNERS POOL

1. Tadpoles (6-18 months)
2. Frogs (18months to 3years)
3. Turtles (3-5years)
4. Lobsters
5. Porpoises

#### MAIN POOL

6. Dolphins
7. Sharks
8. Penguins
9. Seals
10. Mussels

## Contact Us

### Splash Palace Swim School

Phone: 217 7506 extension 3

Email: [swimschool@splashpalace.co.nz](mailto:swimschool@splashpalace.co.nz)

