

Swim School terms and conditions.

November 2024.

PAYMENTS

Payment is due on or before the first day of lessons at the Splash Palace reception desk. Credit Card and EFTPOS card facilities are available. Please email Swim School to find out more information on how to pay fortnightly via direct debit. 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, this also gives you free swimming between the start of your first lesson and your last lesson. Please use the card to gain access through the gates for each and every lesson. Only the card holder may use the card to gain access. Spectators can get an access slip from reception.

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. These would be due to public holidays or major swimming events.

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, alternatively this credit can be used as payment for the café, retail or general pool entry. If you are not intending to have lessons in the following term then a refund (bank deposit) can be issued. Please contact Splash Palace Swim School on how to request a bank refund.
2. If you are unable to attend the lessons for the term, you must let us know 7 days prior to your first lesson via email about cancellation. Otherwise, a \$20 cancellation fee applies plus the cost of the first lesson.
3. If you wish to cancel at any point throughout the term there will be a \$20 cancellation fee plus the cost of the lessons prior to cancellation.
4. You must give notice of your intent to cancel before the start of your next lesson:
 - (a) via email to swimschool@splashpalace.co.nz (preferred)
 - (b) by phoning the Splash Palace Swim School on (03) 217 7506,
 - (c) by leaving a message if the phone is unattended.
5. Lessons do not run on public holidays. Fees will be set at the beginning of the term according to the number of lesson days.
6. We cannot provide in-term catch-up lessons for swimmers who miss their scheduled classes.
7. 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 in order to do this.

IMPORTANT INFORMATION YOU NEED TO KNOW BEFORE STARTING LESSONS:

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 in lessons may not enter the Pool until instructed to do so.
- If your child has a health problem, please let us know when enrolling or make your child's instructor aware prior to the start of the lesson.
- If swimming outside of lesson time, please ensure your child has the correct coloured wristband and supervision requirements:
 - + Green wristband 7 years old – Actively supervised by someone 16 years and older from poolside and hydroslide.
 - + Yellow wristband 5 and 6 years old – Actively supervised by someone 16 years and older from within the water and must be within arms reach.

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 or email all absences before the start of lessons.
5. Please don't talk to teachers while they are teaching as this interrupts classes. However please talk to teachers before or after class to enquire 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. Please help our instructors out if you see your child is not listening or behaving appropriately.
7. Please be aware that scheduled teachers may change during the term depending on availability and sickness.

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palace

Southland Aquatic Centre

swim
school