



Loreto Toorak Swimming and Diving School Terms and Conditions (from March 2017)

1. New Enrolments

An enrolment form is to be completed including a signature to acknowledge and accept the below mentioned terms and conditions. Places are only secured once full payment has been received. We do not hold places or accept part payments. New enrolments will require an assessment – these are done on Wednesday and Thursdays from 3:30pm, and can be arranged with the swim school office.

2. Re enrolling for the next term

Parents of existing Loreto Swim, Squad and Dive programs remaining in the same class, day and time will be asked to indicate whether they are returning for the following term via email, phone or in person by the end of the second last week of term. Following this, an invoice will be issued and sent via email prior to the end of the current term. Payment must be received before the child's first lesson of the new term. If your child is not swimming or diving in the next term, please let us know by written notification as soon as possible and no later than seven working days prior to the commencement of term. An administration fee will be charged if you do not notify the office prior to a new term commencing.

3. Non Transferable

Memberships and lessons are non-transferable to other people/family members and cannot be converted to other products or services.

4. Requests for change

Following the re-enrolment process, the last week of term is set aside to process requests for change. While every effort is made to accommodate requests for change, it is dependent on the availability of vacancies. No guarantees can be given to accommodate requests.

5. Fees and Payment method

Term fees are payable in full before the commencement of term. Payment may be made by the following methods:

- Direct Debit, Cash, credit card (Bankcard, Visa, MasterCard, AMEX), EFTPOS, or cheques.
- All credit cards attract a 1% surcharge.
- Phone payments can be made via credit card by calling the office on 9823 8208 during business hours. (Monday, Wednesdays and Thursdays 11am – 6pm, and Saturdays 8:30am-11am) Please note that office hours are limited during the school holidays.
- All cheques must be made payable to Loreto Toorak Swim School and received at the office by the closing date for payment –
- Cheques should be sent to Loreto Toorak Swim School
10 Mandeville Cres, Toorak 3142
- Due to some clients changing lesson days after paying term invoices, there are often small discrepancies shown on the new terms bill. These discrepancies are the difference in lesson costs. (For example, if you had originally paid for a Monday session consisting of 9 lessons in a term and you moved to a Thursday session where there were 10 lessons.)

6. Discounts

Family of 3, 5% discount applied

Family of 4 or more, 10% discount applied

7. Cancellations

This contract of membership can be voided if written notification is provided no later than seven working days prior to the commencement of the Loreto Toorak Swim School term. Cancellation received after seven working days but prior to the commencement of the LTS term will receive a refund less a \$30 administration fee. All terms and conditions of membership are binding once the LTS term commences.

8. Refunds (On presentation of a medical certificate only)

Refunds are available for medical reasons only. These require a medical certificate (this certificate must state the dates of unattended lessons). The completion of a refund request form is required to be eligible for a refund of swimming fees. Refunds will not be issued to any person other than the enrolled student stated on the medical certificate. Refunds are issued from the date the completed request form is received at the office. We do not issue credits or transfer enrolments to another term. An administration fee of \$20 will be deducted from all refunds.

9. Missed Lessons

Make up lessons are only available due to illness/injury or prolonged holidays – space permitting. A medical certificate is required if a student is unwell or injured. The office is to be notified of non-attendance prior to lessons commencing, preferably via email at aquatics@loretotoorak.vic.edu.au. The office number is (03) 9823 8208 – please leave a message on the answering machine, which is time and date stamped.

- Make up classes are subject to availability and space in the program, day and time will vary depending on level.
- No makeup classes are given for non-attendances in the last week of term.
- Makeup classes or missed classes cannot be transferred to the next term or refunded including Holiday Programs.

10. Public Holidays/School Holidays

Learn to swim classes and our Junior Squads do not run on public holidays. In the event that a Saturday class falls over a long weekend, Saturday classes still operate.

11. Swimming Attire

All students must wear a swim cap. These can be purchased from Loreto Swim School. It is recommended that all students wear goggles.

12. Photos and Video

To help us protect the privacy of all swimmers and their families, please ensure no photos or videos are taken during lessons or squad times.

13. Parent Lesson Viewing

We aim to protect the safety of everyone in the aquatic centre and keeping walkways and pool deck clear allows for prompt access in an emergency or first aid situation. To ensure the safety of all patrons, parents are please asked to sit upstairs in the designated seating area during Learn to Swim, Squad and Diving Sessions. Parents of students swimming in the toddler pool are encouraged to speak with the Aquatics Manager in relation to safe viewing point options during these classes.