



TERMS AND CONDITIONS – SWIMMING

All participants must abide by the general terms and conditions of the MLC School Aquatic Centre. Management reserves the right to refuse entry or cancel a class without refund or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry.

Patrons enter the facility at their own risk and accept that MLC School; its employees, management, contractors, agents, will not be liable for any injuries (including death) that may be sustained by myself, an assigned responsible person, or my heirs whilst within the Centre. This includes but not limited to aquatic activities, gymnastics activities, activities within the fitness studio or gymnasium, or any other area within the centre. Patrons consent to receiving any medical treatment that staff consider necessary.

MLC School Aquatic Centre swimming programs are perpetual and continue throughout the entire year, inclusive of school holidays. Closure periods occur over the Christmas/New Year period and public holidays; however, management will communicate set dates annually. Every effort will be made to adhere to the published timetable; however, MLC School Aquatic Centre reserves the right to change and alter classes as necessary.

PAYMENT OF FEES

Direct debits are conducted on a monthly basis, ***taken on the first of every month for the month in advance***. All learn to swim/squad/ direct debit customers must complete and agree to all enrolment and direct debit authorisation at the time of enrolment. These are found on our parent portal once the sign-up process is completed before entering payment details. ***MLC School Aquatic centre reserves the right to cancel bookings of customers with two or more consecutive direct debit rejections.***

PRIVACY

We acknowledge that MLC School may from time to time collect personal information about parents and students, which may be necessary for the swim school's function or activities. We authorise the Swim School to use and disclose information in such a manner as the Manager may deem appropriate for the purposes of the student's health, care, welfare or development. We give permission for photographs of the student to be used for promotional and other marketing material. We acknowledge having read the School's Privacy Policy.

MAKE-UP LESSONS

Regular attendance to classes is always recommended, however there may be occasions where this is not possible. Where a student is unable to attend their regular class, parents may cancel their child's attendance via the MLC School Aquatic Centre parent portal. Customers will only be eligible for make-up lessons where advance notice has been provided. Make-up lessons for missed classes can only be booked via the MLC School Aquatic Centre parent portal.

- Make up vouchers are suitable for one-off cancellations (e.g., sickness, other commitments on a day, holiday, etc) and can be managed via the parent portal under "upcoming bookings – unable to attend". In order to generate a make-up voucher, the class must be cancelled before the commencement time of the class. No vouchers can be generated for missed classes.
- Customers are allocated 12 make up classes per calendar year with an expiry date set to **31st December** of each year. Make up vouchers do not roll over into the new year.
- Make-up lessons are subject to availability. ***No credit or refund can be issued in lieu of make-ups.***
- Once booked, a make-up lesson cannot be changed or amended. If a make-up lesson is cancelled, it will then become void
- Once a booking has been cancelled, all remaining make-up lessons become *inactive, as you will no longer have a booking*. Should you decide to return in the same calendar year, any existing make-up vouchers will become available for use.
- Make-up lessons are non-transferable.

Exceptions will **NOT** be made so we kindly ask that you adhere to the policy to avoid disappointment or refusal of a make-up lesson.



ASSESSMENTS

Students that have not attended activities at MLC School Aquatic Centre will need to undertake an assessment at the centre to determine their appropriate level. Available timeslots are viewable through the parent portal once an account is created or by calling the Aquatic Centre on 02 8741 3154.

Current students enrolled into programs are assessed regularly on an ongoing basis. Please speak with the Instructor in Charge on duty for more information and feedback as to your child's progression and development or check the parent portal for a progress report.

ACTIVE KIDS/FIRST LAP VOUCHERS

Active Kids vouchers and NSW First Lap vouchers can be utilised at MLC School Aquatic Centre for payment of swimming fees. To be eligible students must participate in a minimum of eight weeks in their chosen program. Refunds for any unused portion of the Active Kids vouchers cannot be provided.

Similarly, MLC Aquatic Centre is only able to process **ONE(1)** Active Kids voucher per child, per 8 weeks. To redeem vouchers, please send the voucher to swim@mlcsyd.nsw.edu.au

CANCELLATIONS

To cancel enrolment in the Swim Program, please complete an online cancellation form **at least two days before the start of a new month**. This allows management to cancel your booking before the direct debit is charged for the new month. If cancellation is left later, the enrolment may not be cancelled before the next direct debit occurs. Cancellations must be completed via the online cancellation form found on the UDIO customer portal or aquatic centre website under the tab "Cancellations". **NO REFUNDS are available for late cancellations.**

SUPERVISION – LEARN TO SWIM

Parents are not permitted to leave children under the age of 10 unaccompanied at any time whilst in the Aquatic Centre. Children under the age of 10 years must be always accompanied by a responsible person 16 years or over.

SWIM ATTIRE

Appropriate and suitable clean swimming attire is required for entry to the pool. We request that children under four years of age wear two layers – bathers with elastic waist and leg bands or aqua nappies. Disposable or cloth nappies are not permitted. Children that present to a lesson without two layers will not be permitted to enter the class.

DISCOUNTS

Students enrolled at MLC School receive a discount of 25% on all Learn to Swim and swimming squad activities (excludes private swimming lessons). An additional discount for the third and fourth subsequent child is 15% and 20% respectively. Second individual bookings receive a 50% discount and three or more classes per week receive a discount of 30% on these classes.

HEALTH AND MEDICAL CONSIDERATIONS

Please inform the Aquatic Centre office of any medical considerations relating to your child. This information is important to the instructor, ensuring that all the necessary action is taken to ensure the safety of your child and other children. In the case of an extended illness or injury please contact the Aquatic Centre office with an appropriate medical certificate and we will discuss any options available to you.

PHOTOGRAPHY AND VIDEO

Photography and video are not permitted within the MLC School Aquatic Centre. Please respect the privacy of other users during your visit to the centre.