

LA TROBE SPORT'S LEARN 2 SWIM

TERMS & CONDITIONS



Terms of Participation

- Participants are expected to abide by the La Trobe Sports Centre's Conditions of Entry;
- Facility Management reserves the right to refuse entry or remove any person not respecting our rules and conditions.
- All patrons must behave in an appropriate manner with respect to others.
- This is a non-smoking facility and campus. Smoking is not permitted in or around the facility.
- It is recommended that you do not leave your valuables unattended. The centre accepts no responsibility for lost or stolen items.
- An adult over the age of 16 years must actively supervise children under 12 years of age.
- Children under 5 years of age must be directly supervised by and within arm's reach of an adult over the age of 16 years.
- Children who are disrupting the class may be asked to leave the water to return to the care of the guardian.
- The use of cameras, video recorders or any other image-recording device is prohibited within our facilities.
- Please refrain from using mobile phones in the change rooms.
- Suitable swimwear must be worn when using the indoor swimming pool.
- Patrons under the influence of alcohol and/or drugs will be refused entry.
- Respect the instructions of staff, it's for your safety and wellbeing.
- Do not enter the water if you have diarrhoea or had gastroenteritis within the last 48 hours.
- Please do not run around pool deck.
- No pushing, play fighting, spitting or similar disorderly behaviour that is deemed unsafe by staff.
- Do not use soap, detergent, oils or any other substance in the water.
- Always keep to the left when lap swimming.
- Visitors must advise a staff member of any vulnerabilities they have before entering the water.

Bookings, Payments and Refunds

- Block fee/Term fee is paid as an upfront payment before the commencement of the first lesson.
- We do not have a direct debit option available.
- If you are going to be away for any period of the term, please let swim school management know prior to enrolling in the term for fee adjustment.
- If a participant wishes to cancel a course booking due to a medical illness, a medical certificate will be required.
- If a participant wishes to cancel a course booking, this must occur within seven days before the course starts for a 100 percent refund.
- Cancellation of a course less than seven days prior to the course start date will incur a charge of 80 percent of the full course fee.
- No refunds will be offered after the commencement of the starts date of the course.

Parents Code of Conduct

- An adult over the age of 16 years must actively supervise children under 12 years of age.
- Children 5 years and younger must be directly supervised by and within arm's reach of an adult over the age of 16 years.
- For safety reasons and as courtesy to our teaching staff, parents are not to approach the instructor during a lesson unless required or asked.
- Please trust that our swim staff are experts and providing the best possible lesson for your child. If you have any concerns, you are welcome to contact the swim school manager to follow up.