



TERMS & CONDITIONS

- **Payment Policy** – A deposit of \$30 (non-refundable) is required (per child) by week 8 of the current term to secure placement for the following term. If a deposit isn't paid your child's placement will be cancelled and offered to those on the waiting list. Full term fees are due by week 2 of the current term. If you are unable to complete payment by this time you will be required to sign up for our Direct Debit facility (Ezidebit) to complete remaining fees. Please see staff if this is required.

- **Rescheduling or Missed Classes** –

1. Missed classes are *non-refundable*. A catch-up class will be offered (maximum 3 per term), however, this is subject to availability and by booking only. **Failure to provide notification will result in forfeit of that lesson and no catch-up lesson will be provided.**

- a) Notify us of any absence with as much notice as possible but no less than **2hr prior to class.** **(Email is not accepted, please phone)**

- b) Even if notice is late *please call and advise if your child will be absent from a lesson* as this will assist us in being able to provide a catch-up lesson for another student.

- c) Understand that no guarantees may be given on available times for catch-up lessons.

2. Catch up lessons will be provided in the case of **illness only** – holidays, birthday parties and/or other activities do not apply.

3. Any catch-up lessons will be conducted **within** the term and **will not** be transferred over to the following term, *except in the case of extenuating circumstances*, determined at the discretion of **management only**.

4. Parents are **not** to take their child to a catch-up class without first consulting administrative staff, who will provide notification to the appropriate teachers.

5. It is parents' responsibility to schedule a catch-up lesson as soon as your child is well enough. This again will be dependent on times & places available. The sooner you book it in, the better chance you will have.

- **Our Discipline Policy** – Learning water safety and how to swim are important life skills. Li'l Stingers Swim School has a three (3) warning policy. Our teachers provide a wonderful service to **all** students and their parents. Any child behaving in a continuously disruptive or inappropriate manner will be given three (3) opportunities to rectify this behaviour. After which our teacher will remove the child from the class and they will no longer take part in the lesson. Parents must appreciate that we reserve the right to take action if any student's behaviour threatens the safety of others or their opportunity to learn. *The service we provide is paid for by all parents.*

- **Public Holidays** – Lessons **are not** conducted on public holidays. Fees are adjusted prior to payment and commencement of term for those students whose lessons may be affected.

- **Cancellation Policy** – A minimum two (2) weeks notice must be given for cancellation of attendance to further lessons. A refund, minus the two week notification period, will be provided.

- **Photo and Video release** – Li'l Stingers reserves the right to use images or video captured during any given lesson of students and family, for use in all promotional media/marketing purposes.

- **Photography by Parents** – Parents **cannot** take photos or video without the express written consent from the parents of **all** children attending the class.

- **Changes to class times or structure** – Li'l Stingers reserves the right to change class level or time





based on class numbers or operational requirements. As much notice as possible will be provided.

- **Midterm enrolments** – Any enrolments from week 6 onwards will not be eligible for the discounted full term rate.

A few Li'l Handy Hints

- **We strongly advise parents continue** their child's swimming during the winter months. Research indicates younger children regress from missing just a single term. Both the indoor & outdoor pools are heated during our winter months. Ensure you bring them a tracksuit for when they exit the pool.
- **Confirm your booking early** as this will ensure you receive your desired time and day and save you from a lengthy wait in a queue on the first lesson day.
- **Your child's ability** – Li'l Stingers teachers are fully trained in assessing children's needs and at placing them in a class that will challenge them and their development. We follow the **Austswim Guidelines**, please respect our teachers' final decision regarding class placement of your child.
- **Practice at other times** – Did you know we have a **\$2** entry fee outside of lesson days for children and one attending adult enrolled in our Learn to Swim program? (*School holidays exempt*). Learning to swim requires frequency and repetition. Parents are encouraged to assist their children learn this vital life skill by attending the pool and helping their child practice the skills learnt in class.

NB: Please note that when you arrive for your class, DO NOT allow your children/siblings to sit on the edge of the pool or enter the pool whilst other lessons are on. It is extremely distracting for the swimmers that are currently in the water which in turn can add an unnecessary danger for our instructors. Please be aware that you, or your child, will be asked to move from these areas.

I have read and fully understand and accept the Terms and Conditions of Li'l Stingers Swim School and hereby agree to abide to the terms and conditions contained within by providing my signature below.

Signature of Parent/Guardian: _____

Please print Name: _____

Please print Name of Child: _____

Date: _____

