

MSAC SWIM SCHOOL TERMS & CONDITIONS 2010

Terms and Conditions of Enrolment

1) Payment of Fees

All fees must be paid in full at the time of booking

2) Missed Classes

In order to maintain the highest quality of instruction for all participants, the MSAC Swim School does not offer make-up classes for missed sessions. Where sessions are missed due to prolonged illness of two (2) weeks or more, the Swim School will issue a credit, with the presentation of a medical certificate.

3) Refund Policy

No refunds are given, except in extenuating circumstances

In the event of cancelling a child's place in the swim school program due to extended absence through injury or ill- health, the amount of credit (i.e. lessons remaining in term) at the time of notification may be transferred to other swimming lessons or a credit held (credit valid for 6mths).

If circumstances necessitate a refund, the balance due will be calculated from the time of notification and will include a cancellation fee equal to one lesson.

The following evidence/documentation must be provided in order to receive a refund:

Illness or injury: Medical certificate with dates must be provided

Moving Overseas/Interstate: Statutory Declaration

The equivalent cost of one Swimming lesson will be charged as an administration fee. This fee will apply for all refund applications. There is no administration fee for credits.

Please note: this statement does not waive the participant's statutory consumer rights as determined by the Offices of Fair Trading and Small Business.

4) General

Refunds and credits are only considered for students who have incurred medical illnesses. A medical certificate is required.

Refunds or credits cannot be granted for any other reason. This includes absences due to going away on holidays, exams, or clashes with other activities.

Refunds and credits are calculated from the specific dates stated on the medical certificate.

Applications for credits or refunds need to be made within one month from the date of missed lessons, and before the start of the next term.

Swim school reserves the right to cancel or change classes and instructors or move students if the need arises. Although we strive to maintain a consistency with instructors this is not always possible.

5) Sickness

Please respect our precautionary health rules and refrain from lessons if your child (or you if in our Tiny Torps Program) are suffering from the following:

Any contagious disease eg Conjunctivitis, Rubella

Flu, fever, headcold, runny infected noses, sore throats, cold sores

Vomiting, symptoms of gastroenteritis, diarrhoea

Ringworm, head lice and urinary tract infection

6) Nappy Policy

For hygienic safety of all parents and infants, Swim School will enforce that all babies under 3 years old must wear a tight fitting "Huggies waterproof nappy" or Aqua nappy swimmers. **No Nappy No Swim.**

I Understand the Terms and Conditions as set out above.

Signed:

Date: / /



Privacy Statement

MSAC requires the information requested to provide you with MSAC services. If the requested information is not provided you may not be able to receive MSAC services. Your personal information will only be used in accordance with MSAC's general business objectives and to provide you with MSAC services, which may include access to data by service providers for support purposes. You will be able to access your personal information MSAC services, which may include access to data by service providers for support purposes. (Information Privacy Act 2000)

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