

Learn to Swim

Terms and Conditions 2026/27



Fees

30-minute lessons

\$22.50

- Lessons purchased as a term fee or fortnightly direct debit.
- Late enrolments will have the term fee pro-rated.

Discount

A 30% discount applies to the 3rd (or more) student enrolment from the same family.

- Student's must be from the same address or have the same last name. Proof may be required to receive the discount.
- Please note the third student discount is only applicable in store and cannot be completed online

Payment

Payment for lessons can be made either by upfront term payment or fortnightly direct debit.

Upfront Term Payment

- Full payment is required upon booking your lesson and time.
- Term fees apply.
- Term fees are pro-rated according to when the student joins the program.
- Places cannot be held without payment.

Direct Debit

- Debits will be made on a fortnightly basis in advance
- First fortnight payment to be made upon booking class.
- Fees are calculated on the number of classes available during the debit period.
- Non-attendance is not a reason for the direct debit to cease, as it is the customer's responsibility to notify the centre of any changes to their enrolment.
- Refer to 'Cancellation of enrolment' for cancellation policy.

*By agreeing to the Direct Debit Request you authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 342190, 342191, 428198) (referred to as Ezidebit) to make debits to your nominated account.

Term length

Term 4, 2026

9 weeks

Monday 12 October – Sunday 13 December

Term 1, 2027

11 weeks

Wednesday 27 January – Sunday 11 April

Variations for Term 1 2027

Term dates vary due to Easter and other public holidays:

Monday – 8 weeks

- Adelaide Cup & Easter Monday – no lessons

Tuesday – 10 weeks

- Australia day – no lessons

Wednesday & Thursday – 11 weeks

Friday, Saturday & Sunday – 10 Weeks

- Easter Weekend – no lessons

Please be aware any Public Holiday classes are not being charged in term fees.

Program times

Monday to Friday

4:00–6:00pm

Saturday

8:00–11:00am

Sunday

9:15–11:15am

Refunds or credits

- No refund will be given for any deposit paid.
- Refunds or transfer of fees/credits will be allowed for term fees only for sickness or injury. A doctor's certificate must be produced in this case.
- Refunds and credits may be extended if extenuating circumstances exist. Should this be the case, a letter is required – addressed to the Facility Manager Waterworld. Each case will be looked at individually and the Manager's decision is final.

Absentee and makeup credits

- Any lesson missed requires notification prior to the lesson so that we can place a credit on your student's account. This can be done by either emailing us at waterworld@cttg.sa.gov.au, calling us on 8397 7439 or via the online customer web portal
- Make up lessons will only be placed on your account if the absence is notified prior to your lesson being missed.

Absentee and makeup credits (continued)

- You can exchange your make up lesson for a family pass to the centre that will be valid for 12 months from the time of exchange.
- Make-up credits cannot be used for future enrolments and will be wiped at the end of the term. Therefore, it is your responsibility to organise these to be used or allocated before the end of term.
- No refunds will be allowed – only makeup lessons and family passes.
- Any makeup lesson missed will not be credited or refunded – you cannot make up a makeup lesson.
- If you would like to use your credit for a makeup lesson or family pass, you can contact us on 8397 7439 or drop by our reception and one of our Customer Service Officers will be happy to organise this for you.

Cancellations

Cancellation of enrolment

- Enrolments made with an upfront term payment are considered full term commitment. Refunds and credits may be extended if extenuating circumstances exist (Refer to 'Refunds or credits').
- In cases of enrolment made with direct debit payment – The centre will require written notification, of intent to cancel. This can be expressed via email to waterworld@cttg.sa.gov.au and must be received a minimum of 2 weeks in advance of your final class date.
- Any outstanding fees must be paid in full before ceasing class enrolment.

Cancellation of classes

Waterworld may cancel Learn to Swim lessons in circumstances such as, but not limited to, severe weather, acts of God or pool safety. Each lesson will be individually assessed for its safety. The decision to cancel will be made at the start of each lesson. Lessons will continue in rain or windy conditions unless it is deemed unsafe by Waterworld.

In the event that Waterworld cancel any of its Learn to Swim lessons, the following will apply:

- All students that miss a lesson due to a Waterworld cancellation will be given a credit that is recorded against the student's name
- There is no need for a parent to notify of an absence in this instance
- This credit can be used for a makeup lesson or alternatively exchanged for a family pass (see Absentee and makeup section)
- This applies to all cancellations that happen during the lesson.

Notification of cancellation

Waterworld will endeavour to provide individual notification for cancelled lessons to students and/or parents. Notification will be sent via SMS and/or email to the details attached to your account. We will also use Facebook to keep everyone up to date – please like our Waterworld Facebook page to see latest updates and notifications.

Waterworld will also send an email/SMS to let everyone know of the circumstances and any action taken or call parents/guardians if possible.

Should there be a large number of cancellations per term, Waterworld may schedule extra lessons in the holidays to accommodate makeup lessons required.

Early Season Closure

Waterworld may, acting reasonably, suspend or discontinue the Learn to Swim program prior to the scheduled end of a term where it is reasonably necessary (including but not limited to operational, safety, environmental or facility issues).

In such circumstances, Waterworld will determine, acting reasonably, whether a credit, refund or alternative arrangement will be offered, having regard to the portion of the program delivered.

Student use of facility for practice

Enrolled students are allowed access to Waterworld facilities to practice swimming throughout their enrolled term.

All access rights are only applicable for the term the student paid for. Access finishes at the end of the term and does not apply to holiday periods or public holidays.

Parent/Guardian access on lesson days

Guests are welcome to spectate for free during a student's lesson.

- A parent/guardian may access the centre's facilities on the day of their student's lesson for free to assist with their student's swimming development.

Student access non-lesson days

- Student member card must be presented to reception for entry.
- Any parent, guardian or sibling must pay to enter or use the water facilities.



Private lesson students

Private lesson students that buy a minimum of a 4-week block are classed as a current Learn to Swim member and are entitled to the same rights and access as a student currently enrolled in the Learn to Swim program.

- Parent/Guardians of private students have the same rights and access as Learn to Swim program parents/guardians.
- If you would like more information please contact us on 8397 7439 or waterworld@cttg.sa.gov.au

Program structure

The Learn to Swim program is a skills-based program where set criteria must be met before proceeding to a higher level. Although age and maturity are considered when placing students in a class, our key criteria is skill level.

Students of all levels will go into deep water to learn important lifesaving skills. Please speak to the Pool Deck Supervisor if you have concerns regarding participation.

For Level 1 – Starfish and Level 2 – Seahorse lessons, a parent or guardian is required to be in the water with the student. Only one student per adult is permitted.

Assessments

We continually assess students over the term. As soon as a student has achieved all set criteria for the level, the Instructor will have a Supervisor assess the skills. If the student can consistently show these skills they will be moved up to the next level.

If you would like to know how a student is progressing or would like a student assessed at any time, please speak to one of our Pool Deck Supervisors to arrange an assessment.

We have an online portal which is accessible anytime to view the progress of a student.

If a student is not ready to progress to the next level we will inform you of the skills that need to be worked on to get there.

If you would like to know what skills are required for each level please view our online portal, look at a brochure at Reception or speak to one of our Supervisors who will be happy to discuss progress.

Students may be asked to conduct an assessment should an Instructor believe the student has not achieved the skills in a lower level. This may happen if a student has been enrolled into an incorrect class or has not passed the skill set of the previous level. If a student

is found to be lacking in any skill required to pass to the next level they may be asked to move to the previous level.

Student behaviour during lessons

- Students are not to enter the pool until directed by their Instructor.
- All Learn to Swim students must listen to their Instructor while participating in their lesson.
- Students must not fully submerge themselves during the lesson unless directed by the Instructor.
- Students who misbehave in their lesson will be asked by their Instructor to sit out on the edge of the pool.

If a student continues to misbehave it is the parent's responsibility to support and assist the Instructor. If the situation is unresolved the student may be removed from the class. Working together can ensure a safe, productive and enjoyable learning environment for all concerned.

Instructors

Every effort is made to ensure continuity of instructors; however, it may be necessary at times to change. This will be done with the minimum disruption to students.

Management rights

Waterworld management reserves the right to alter the Swim School program at any time. This may include, but is not limited to, changing lesson times, instructors or format.

Watch Around Water

Waterworld is a proud supporter of this water safety initiative. Water can be dangerous so it is critical that you are at the centre during lessons and supervising the student before and after their swimming lesson.

Privacy policy

All personal information collected by Council is used only for the purpose of conducting business in accordance with the Local Government Act 1999.

All Waterworld membership, enrolment and medical information is confidential and will be treated as such.

Personal details

We ask that you ensure your personal details and email address are correct so we may accurately convey any messages to you. Please use our online portal or see Customer Service staff to update any of your contact details.

Talent Release Rights

The person signing this agreement:

(a) consents to the City of Tea Tree Gully (Council) using any film footage, photographic image or sound recording produced in any format (collectively, Images) depicting or recording:

- (i) the signatory; and
- (ii) each participant, student or child identified in this agreement,

for use in Council advertising, promotional material and other Council publications, including social media;

(b) acknowledges and agrees, on behalf of themselves and each participant, student or child identified in this agreement, that:

- (i) participation is voluntary;
- (ii) Council may use the Images from time to time and for such period as Council considers appropriate;
- (iii) Council may use the Images without payment or further consent;
- (iv) all intellectual property rights and other rights in the Images are owned exclusively by Council; and
- (v) to the extent necessary, all existing and future rights in the Images are assigned to Council;

(c) warrants that, where the signatory signs on behalf of a person under 18 years of age, the signatory is that person's parent or legal guardian and has authority to provide the consents and acknowledgements in this clause on that person's behalf; and

(d) agrees to be personally bound by this clause both in their own capacity and, where applicable, on behalf of each participant, student or child identified in this Agreement.

Learn to Swim

Terms and Conditions 2026/27



Agreement

I hereby agree to all terms and conditions for the Learn to Swim program and agree that Waterworld and its officers, leaders and staff shall be, to the full extent of the law, released from and shall not incur any responsibility or liability whatsoever for any accident or injury sustained by myself or any member of my family.

I further authorise you to obtain, at my cost any medical/ambulance assistance in the case of accident or emergency involving any member of my family.

I hereby understand that my children, any other persons in my care, and I, will abide by the safety rules as set by Waterworld for the centre at all times.

I understand that failure to follow the rules may result in my child's exclusion from the pool. If further breaches of the rules occur I understand that my fees may be revoked with no refund.

Name of Student(s)	(1)	(2)	(3)
Date of Birth	(1)	(2)	(3)
Claiming Sports Voucher	(1) YES: \$100 / \$200 NO	(2) YES: \$100 / \$200 NO	(3) YES: \$100 / \$200 NO
Medical Details	(1)	(2)	(3)
Guardian Name			
Contact number			
Email address			
Home address			
Emergency contact (if different to guardian)			
Guardian Signature			

☐ If you do not consent to the Talent Release Rights, please tick this box

STAFF USE

Staff name	
Staff signature	