

Learn to Swim Program

Terms and conditions

2021–2022 season

Fees

30 minute lesson \$19

- Lessons cannot be purchased individually, only as a term fee.
- Dolphin and Shark classes are 45 minute lessons.
- Late enrolments will have the term fee pro-rated.

Term length

Term 4 2021 9 weeks
(Monday 11 October – Sunday 12 December)

Term 1 2022 11 weeks
(Monday 31 January – Thursday 14 April)

Variations for Term 1 2022

Monday – 10 weeks (Adelaide Cup day – no lessons)

Tuesday, Wednesday & Thursday – 11 weeks

Friday, Saturday & Sunday – 10 weeks (no lessons during Easter weekend)

Term dates vary due to Easter and other public holidays.

Program times

Monday to Friday 3.30–6pm

Thursday morning 9.15–11.15am

Saturday 8–11.30am

Sunday 9.15–11.15am

Discount

A 10% discount per child applies to three or more enrolments from the same family.

Children must be from the same address or have the same last name. Proof may be required to receive the discount.

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.

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 child's account. This can be done by either emailing us at aquaticprograms@cttg.sa.gov.au or by calling us on 8397 7439.
- Credits will only be placed on your account if the absence is notified prior to your lesson being missed.
- Credits can be exchanged for makeup lessons after the term has commenced. Alternatively, you can exchange your credit for a family pass to the centre that is to be used in the current season ending 14 April 2022.
- 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.

Cancellation of lessons

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 children 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 may not provide individual notification for cancelled lessons to students and/or parents. We will, however, 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 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 will schedule extra lessons in the holidays to accommodate makeup lessons required.

Student use of facility for practice

Due to current COVID-19 restrictions, students will only be allowed access to Waterworld facilities to practice swimming before and after their allotted lesson time as part of their membership.

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.

- Direct family members/guardian may access the centre's facilities on the day of their child's lesson for free to assist with their child's swimming development.

Student access on 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.

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 is 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 achieve 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 (Greenedesk) 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.

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.

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.

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 see our Customer Service staff to update any of your contact details.

COVIDSafe requirements

- Party guests should observe COVIDSafe etiquette such as good hygiene and physical distancing. More information can be found [here](#).
- COVIDSafe conditions of entry displayed at the entrance and throughout the Centre should also be observed.
- COVIDSafe procedures are subject to change at any time in line with relevant authorities.

Learn to Swim Program

Terms and conditions

2021-2022 season

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.

Your name (please print) _____

Date _____

Contact number _____

Email address _____

Home address _____

Name of child(ren) _____

Date of birth _____

Signature _____

Staff name _____

Staff signature _____