

# FLINDERS AQUATIC ACADEMY

## LESSON AND SQUAD POLICIES

### TERMS AND CONDITIONS

To ensure that every participant receives the maximum benefit from our service, please take the time to read through the following Terms and Conditions, relevant to Flinders Aquatic Academy.

#### 1. GENERAL CONDITIONS:

Any person enrolled or wishing to enrol, and their relevant family members are considered members of Flinders Aquatic Academy for the purpose of these terms and conditions. To enrol in any services conducted by Flinders Aquatic Academy, members must agree that they both have read and understand the terms and conditions, and agree to abide by them.

Management reserves the right to refuse entry, suspend or cancel a membership without refund, and at their own discretion. Management may also request any person to leave the premises at management's own discretion. Reasons for cancelling membership, refusing entry, or requesting members to leave include, but are not limited to, a person behaving in an irresponsible manner, using abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry.

#### 2. FEES:

##### a. Payment of Fees

All associated fees for term bookings for every swimmer must be paid in full at registration and prior to the start of term. Overdue payments will incur a 10% late fee. Failure to pay fees prior to week 4 of term will result in a swimmer's booking being cancelled without notice and incur a cancellation fee. In this instance, members will still be liable to pay the term fees in full. Bookings and fees are non-transferrable. All payments can be made via the online booking system, or alternatively at the kiosk (reception) via credit card or cash payment methods. All fees and passes are non-refundable. Please note that any unused credits will expire after 12 months, and unused passes will expire after 6 months.

##### b. Holiday Programs

Holiday programs will be available in between terms at an additional cost. These blocks are subject to the same terms and conditions as Term fees, however, must be paid in full prior to commencement or swimmers will not be permitted to participate.

### **c. Discounts**

Families with four children enrolled in Flinders Aquatic Academy at the same time, are eligible for a discount of 25%. Discount will apply to the enrolment charging the lowest fee.

## **3. PERSONAL INFORMATION:**

All Flinders Aquatic Academy members are required to update their personal details including medical information via our online platform or app. It is the responsibility of members to keep this information up to date, particularly email address, phone number, medical information, and emergency contacts. Members must discuss concerns with staff should there be any difficulties updating these details.

## **4. MEDIA AND PHOTOS CONSENT:**

All members are required to complete the photo/video media release to advise if they consent to children being in photos and/or videos take and used by Flinders Aquatic Academy. You will be required to agree or decline to this policy when you login to your online account, prior to any bookings being made or confirmed.

When you agree to the photo/social media waiver you consent to Flinders Aquatic Academy using the photographs and/or videos (that may contain a child's image) in any of its publications and materials, which includes but is not limited to written, electronic, or multimedia and social media materials. These photos/videos may be distributed on any of Flinders Aquatic Academy or Matthew Flinders Anglican College social media platforms, for educational, promotional, or reporting purposes.

When giving your permission, you should be aware that any information published on the internet is accessible to all internet users from all over the world, that it will be indexed by search engines and that it may be copied and used by any web user. This means that once the image is published on the internet, we will have no control over its subsequent use and disclosure. You also acknowledge that you are not entitled to any remuneration, royalties, or any other payment from Flinders Aquatic Academy in respect to the use by Flinders Aquatic Academy of the photographs and/or videos.

Filming and sharing photos/videos on your private device is prohibited without consent.

## **5. CLASSES AND BOOKINGS**

Bookings for classes can be made via the online booking system accessed via the Flinders Aquatic Academy website or app. No guarantees can be made to provide preferred classes, times or teaches/coaches. Should classes not suit, please contact staff or visit reception to discuss alternative options such as private lessons that may be arranged where possible and within the limitations of the class timetable. Every effort will be made to adhere to the timetable of bookings, but Flinders Aquatic Academy reserves the right to change and alter classes where necessary.

### **a. Changing a booking**

Any child that cannot attend their regular lesson or would like to permanently move a child's booking, changes can be made via the online booking system and online account. Available classes will be visible, and members can book directly. All changes to bookings must be at the same level only, unless a child has progressed to a new level (you will be notified by staff if this is the case). Any issues or concerns can be addressed via email, or in person at the office.

### **b. Attendance**

Regular and consistent attendance is essential to assist the development and attainment of skills for each swimmer. We highly recommend 2 lessons per week for learn to swim members who would like to progress quickly. It is recommended that all squad members ensure that they attend the recommended sessions relevant to their allocated squad. We request punctual attendance to ensure minimal disruption for all.

### **c. Cancellation**

Bookings are rolled over each term. If a booking is no longer required, all members must provide a minimum of 1 weeks' notice in writing via email in order to cancel an enrolment ([swim@flindersaquaticacademy.com](mailto:swim@flindersaquaticacademy.com)). If a booking is cancelled later than the minimum notice period, members will be liable to pay the term fees in full.

If you decide that your child will have a term off, they will require a re-assessment before re-joining, as swimmers are known to regress with absence from swimming.

### **d. Extenuating circumstances**

In the event of extenuating circumstances, such as prolonged illness (greater than three continuous weeks not covered by make-ups), members should discuss options with reception staff. At the discretion of management, considerations may be made, and situations will be assessed on a case by case basis.

## **6. ABSENCE AND MAKE-UPS**

Make-up lessons are available for learn to swim lessons, subject to the following conditions. There are no make-ups for squads.

### **a. Absence**

If a lesson is missed and minimum of 1 hours' notice is given a make-up lesson will be allocated. If a lesson is missed without notice, the lesson will be forfeited. If you are absent from the make-up session you have arranged, you forfeit the lesson. There are no refunds or credits provided for missed classes.

## **b. Make-ups**

All learn to swim children are eligible for 3 make-up lessons per term. Make-up lessons must be used within the same term and will expire at the end of each term. Make-ups cannot be used in holiday programs.

If adequate notice was provided prior to a missed class, a make-up token will be automatically allocated to your account. These may be redeemed for another class subject to availability. Make-ups may be booked a maximum of 3 days in advance. Due to strict student/teacher ratios and pre-existing bookings, FAA cannot guarantee specific days, times or teachers for make-ups. Make-ups must strictly be at the same level as the swimmer is registered.

Make-ups should be arranged via the online booking platform or app. If there are any difficulties organising make-ups, members should contact reception in person or via email.

## **7. PRIVATE LESSONS**

Private lessons are available for both learn to swim and squad.

### **a. Learn to Swim**

Private lessons are available on request and will operate as one on one (Private) or one on two (Private double). Privates may be booked with a specific teacher; however, we cannot guarantee teacher availability due to unforeseen circumstances such as illness. A replacement teacher, of equal ability and qualifications, will be provided at no notice. Due to scheduling issues, make-ups cannot be provided for private lessons. Privates are not eligible for refunds or credits. If you are unable to attend your private lesson, members should contact reception to discuss options on a case-by-case basis.

### **b. Squad**

Squad private lessons are available to squad swimmers and adult swimmers only. To book a Private Stroke Improvement Session with our Head Coach, or other Squad Coaching Staff, you'll need to organise this directly with your coach and check their availability around the squad training timetable. Best times are before or after their squad training commitments.

## **8. CLASS PROGRESSION**

Students are constantly assessed for skills development and progress. Children will progress through levels of the program as they attain and consistently demonstrate the required skills with confidence. More formal assessments are made twice throughout each term for consideration for progression to the next level. Flinders Aquatic Academy reserve the right to make a judgement based on their expertise of swimming instruction to determine if a swimmer is suitable to progress.

### **a. Levels and Progress**

The rate at which each student progresses will be individual to each child and ages listed on levels are a guide only. No child will be progressed without demonstrating the required skills for the level they are allocated and patience to allow each child to progress at their own rate will be required. Please note additional charges may apply as a swimmer proceeds to the next level on our pathway, according to our fee structure.

### **b. Skills and Achievements**

Skills attained will be tracked by class teachers and visible via our online platform and app. These can be reviewed at any time. Flinders Aquatic Academy teachers and coaches are constantly assessing the skills of every child in every lesson; however the skills and achievements may not always accurately reflect the current level of the swimmer. This does not mean the child is not being accurately assessed or considered for progression. If there are any concerns, members should discuss directly with teachers at the commencement or conclusion of a lesson, not during a lesson, or alternatively with reception staff. Concerns may also be addressed via email at any time.

## **9. HEALTH AND SAFETY**

Each swimmer is required to wear appropriate clean and suitable swimming attire in the swimming pool.

### **a. Swimming Attire**

Children who are younger than 2 years or who are over 2 years and not toilet trained are required to wear a swimming nappy with elastic waist and leg bands. We prefer the use of two nappies (e.g. disposable swim nappy and swimmers, or reusable swim nappy swimmers), as accidents in the pool will result in the cancellation of all classes and require the pool to be closed for a number of hours to carry out extensive water treatment, for health and safety reasons.

Caps are introduced at the Dory level and should be worn for all classes at this level and above. Goggles are optional however strongly encouraged from Dory Silver and above. Spare goggles and caps are not available for lending due to health and safety reasons, however, may be purchased from the pool shop.

### **b. Sickness Policy**

Please note that we cannot allow sick children/students to attend swimming lessons due to the risk of infecting other children and our swimming teachers. If your child is sick with flu like symptoms that include coughing, sneezing, sore throat, fatigue or has green/yellow mucus please do not bring them to swimming lessons. We reserve the right to remove any

children/student from swimming lessons that might be infectious. We also abide by all QLD and federal government pandemic rules and regulations.

## **10. EVENTS**

Please note that the centre is a large multipurpose facility and may be used for sporting events throughout the year. The Centre will use its best endeavours to accommodate all users of the Centre during these periods, ensuring every effort to keep you informed of potential disruptions or cancellations. This includes unforeseen natural disaster/weather events and pandemics.

### **a. Weather**

In the event of extreme weather, (such as storms, floods, fire etc.), we make every effort to inform all members of changes. Notifications are sent out via our member app, and this is the best way to keep informed. We ask that you turn on push notifications for this purpose. We will also update our social media channels.

Where a class is cancelled due to a weather event, make-ups will be issued and can be redeemed as per our make-up policy and subject to availability.

### **b. Public Holidays**

Flinders Aquatic Academy will be closed for all public holidays. An additional closure may apply to other holiday periods and will be advised promptly. You will not be charged for public holidays if this falls on your regular class day. **We remain open on pupil free days.**

## **11. INDEMNITY**

Members acknowledge and agree that Flinders Aquatic Academy, its employees, and contractors will not be liable for any loss, damage to any person's belongings or properties arising from any acts or commissions by Flinders Aquatic Academy, its employees and contractors or any participant in the Flinders Aquatic Academy centre arising in relation to such loss or damage.

## **12. FEEDBACK AND COMPLAINTS:**

Any feedback or complaints regarding Flinders Aquatic Academy must be addressed directly with FAA and not Matthew Flinders Anglican College - as we are a separate business entity. We encourage members to discuss directly with staff or email any concerns or compliments. However, should you wish to maintain anonymity, we have provided feedback forms and lock box at reception or alternatively you can send via post.