

Fees

Fees for our standard swim programmes during the year are to be paid in advance by Fortnightly (Monday) Direct Debit from a nominated account or credit card.

If a payment day is not on a Working Day, we will debit your account on the next working day. Depending on your bank, payments may take up to 5 working days to be processed. Please ensure you have allowed for this possibility by making sure there is enough money in your nominated account for up to 5 working days following your payment date.

Fees for the holiday swim programmes must be paid in full upon making your booking by cash, cheque, eftpos, internet banking or visa.

Whilst your child is enrolled with QLDC Swim School, the direct debit payments will automatically continue from fortnight to fortnight, which runs in advance.

If a payment is overdue for a period of 2 payments then your child's swimming lessons will be cancelled.

Statutory Holidays

Swim School does not operate on Public Holidays, Easter Weekend and Christmas (Please see payment explanation).

If your child's lesson happens to coincide with a public holiday, there will be no charge for that lesson.

Notice of Withdrawal

DIRECT DEBIT

Please note it is your responsibility to provide Alpine Aqualand or Wanaka Swim School with a notice of withdrawal in writing two weeks PRIOR to the

end of the term, if you do not want to enrol for the following term, if this date is missed you will be charged for a full fortnight of lessons.

Once payment has been made and you then decide to withdraw, your child from swimming lessons there will be no refund or credit for the payment made.

TERM PAYMENTS

Please note it is the responsibility of the parent or caregiver to go online to rebook your child for the following term, only Direct Debit bookings will be rolled over.

The Direct Debit and Notice of Withdrawal forms are available from the ***Alpine Aqualand or Wanaka*** Swim School Reception desk and on the ***Alpine Aqualand or Wanaka*** Swim School website

Payment Explanation

Direct Debit and online bookings are the only means of payment, which means our resources, are used where they should be, which aides both staff members and customers to ensure your child is getting the most out of their lessons. We prefer not to be chasing payments and being debt collectors, which is why these are our only form of payment.

TERMS & CONDITIONS OF TRADE

SERVICES

QLDC Swim School provides comprehensive water safety and learn to swim programmes. Each programme is arranged separately and is charged for in accordance with our prices, which may vary during the year. Prior notification of any price changes will be given in our regular newsletters before they take effect.

PROGRAMMING OF LESSONS

QLDC Swim School's swim programmes **operate 4 terms throughout the year, including intensive programmes during school holidays**. We do however close on public holidays, Easter Weekend and Christmas (Please see payment explanation). QLDC Swim School reserves the right to change lesson times and teachers due to booking demands.

BOOKING CONFIRMATION

At present we accept bookings online, www.sportrec.qldc.govt.nz or through our Swim School office. You will receive confirmation from us of your booking.

Please Note- Due to demand once a booking has been made, it is not taken as a confirmed booking until payment has been made.

FEES

Online Term bookings

Fees for Term swim programmes must be paid in full upon making your booking or through fortnightly direct debit payments.

Direct Debit

Fees for our standard swim programmes during the year are to be paid in advance by fortnightly Direct Debit from a nominated account or credit card.

If a payment day is not on a Working Day, we will debit your account on the next working day. Depending on your bank, payments may take up to 5 working days to be processed. Please ensure you have allowed for this possibility by making sure there is enough money in your nominated account for up to 5 working days following your payment date.

Holiday Swim Programme

Fees for the holiday swim programmes must be paid in full upon making your booking by cash, eftpos, internet banking or visa.

Whilst your child is enrolled with QLDC Swim School, the direct debit payments will automatically continue from fortnight to fortnight, which runs in advance.

If a payment is overdue for a period of 2 weeks then your child's swimming lessons will be cancelled.

STATUTORY HOLIDAYS

QLDC Swim School does not operate on Public Holidays, Easter Weekend and Christmas (Please see payment explanation).

If your child's lesson happens to coincide with a public holiday, there will be no charge for that lesson.

NOTICE OF WITHDRAWAL – DIRECT DEBIT

Please note it is your responsibility to provide QLDC Swim School with a notice of withdrawal in writing 2 weeks PRIOR to the end of each term, if this date is missed you will be charged for a full fortnight of lessons.

Once payment has been made and you then decide to withdraw, your child from swimming lessons there will be no refund or credit for the payment made. No mid term cancellations unless authorised in writing by swim school.

NOTICE OF ROLLOVER – TERM PAYMENTS

Please note only Direct Debit bookings are rolled over, all term payments and bookings are the responsibility of the parent and student at the end of each term.

The Direct Debit and Notice of Withdrawal forms are available from the QLDC Swim School Reception desk/ Swim School Office and on the Swim School website.

REQUIRED SWIMWEAR FOR LESSONS

Please bring your Swim School swipe card to every lesson for pool entry

Girls Fitting one piece togs (no rash vests or board shorts) Goggles, swim cap (Lap pool swimmers)

Boys Fitting swim briefs or shorts (no rash vests or board shorts) Goggles, swim cap (Lap pool swimmers)

Under 3's *must wear swim nappies and tight fitting togs.*

Children swimming in rash shirts and board shorts are disadvantaged due to the drag that is created in the water by wearing them. This swimwear is great for the beach and to protect children from the sun but makes learning to swim difficult. You can purchase appropriate swimwear and aquatics equipment to assist your child's swimming at our on-site shop, located in each of our facilities.

The Event Centre and Recreation centre offers a wide range of swimwear for both boys and girls.

PARENTAL SUPERVISION

Safety of children/swimmers at Swim School is of primary concern. To reduce the risk of accidents, safety measures are in place at Swim School facility. However, it is the parent's or caregiver's responsibility to ensure the children's safety at all times while on Swim School's premises. *All children under the age of 8 years must be*

supervised by a parent or caregiver aged 16 years or over during their lesson and in any of our pools.

CCTV/PHOTOGRAPHY

CCTV is now in place at Wanaka Swim School. We reserve the right to monitor the safety of our swim school, teachers and participants.

QLDC Swim School may take photos of the lessons from time to time. In order to assess lessons, teachers or for advertisement.

MISSED LESSONS

A maximum of two lesson credits can be given if absent due to illness. The Swim School Office must be contacted prior to the lesson starting and a medical certificate will be required.

Private Lessons

24 hours' notice is require to cancel or reschedule private lessons or a charge will apply.

PRIVACY POLICY

QLDC Swim School reserves the right to collect personal information from you for the purposes of enrolment. This information will be used to assist us in providing swim school services and for any other purpose, you may authorise. QLDC Swim School undertakes to maintain your privacy in accordance with the Privacy Act 1993 and any subsequent amendments or variations thereof.

CUSTOMER SATISFACTION

If for any reason you are unhappy with our services, please let us know and we will endeavour to fix it.

ACCEPTANCE OF TERMS AND CONDITIONS

By enrolling with QLDC Swim School, you are acknowledging your acceptance to these Terms and Conditions.