

School Booking Terms and Conditions

- **Cancellations** - if the school wish to cancel a booking/s or a swim session we acknowledge that this must be made via email and that a minimum of **two weeks' notice** is required. If notification is not received **two weeks** prior to the booking you will be charged the full amount and all associated costs of your booking/s.
- **Changing booking time and or date** – if the school wish to change the booking/s times and or dates as per above we acknowledge that this must be made via email and that a minimum of **two weeks' notice** is required. If notification is not received two weeks prior to the booking/s you will be charged the full amount and all associated costs of your booking/s.
- **Changing Groups** - if the school wish to swap the weeks of the booked syndicates around we acknowledge that this must be made via email and that a minimum of **two weeks' notice** is required. If notification is not received two weeks prior to the booking you will not be able to swap the syndicates around.
- **Swimming Before & After Lessons** – if the school wishes to swim before and after lessons there is an additional fee of \$1 per child per swim. This must be booked in with the Bookings Coordinator, Sarah Paton, at a minimum of **two weeks** prior to your swim week. **Please note** the Child Ratio Policy, children under the age of 8 years will not be permitted in the water, unless actively supervised by a responsible caregiver aged 16 years or over. There must be a ratio of one caregiver to every five children aged 5-7 years.
- **New Children** – all children are required to be registered as part of the school swim lists. If there are new children attending throughout the week this must be communicated to the Swim School Supervisor.
- **Invoicing** – Numbers must be recorded on the form provided at the front desk of the centre. If these are not updated by the time the school leaves on their last session you will be charged for all children booked in to lessons.