



Wizards Swim School @ Bracken Ridge

'the Pool at the School'

Terms and Conditions

The purpose of these terms and conditions is to provide clear guidelines on how the Swim School is administered. Please direct any questions to the canteen or admin@brswim.org.au.

Assessments

All new participants shall undergo an assessment to determine their skill level for placement in the appropriate class. No fee is payable for this service.

Fees

Fees are payable **by the 1st of each month** for that month. In cases of financial hardship, please contact the Swim School Manager.

Multi Participant Discount

Third and subsequent participants in a family unit will attract a 50% discount on fees. Swim Cards and LTS Promotions (including intensive style offers) are not included.

Payment

Payment can be made by cash, cheque or EFTPOS at the canteen or by bank deposit.

Graduations

Program participants will graduate to the next level once the required skills can be comfortably demonstrated. A different fee may apply in a higher level.

Make ups – Learn to Swim only

Make up classes will be offered if prior notice is given and providing a suitable class has a vacancy.

Clients must phone or e-mail admin@brswim.org.au at least one (1) hour prior to commencement of the class to advise of non-attendance. It is the responsibility of the client to contact the office and request a make-up class.

Make ups will expire four (4) weeks after the date of the missed class/lesson regardless of whether the Swim School is able to provide a make-up or not.

Communication with a Coach

1. Squad parents can request a meeting with the coach by e-mailing coach@brswim.org.au.
2. LTS parents can request a meeting with the coach by e-mailing admin@brswim.org.au.
3. Under no circumstances should communication be initiated with a coach during a lesson.

Public Holidays

The Swim School does not operate on public holidays. Learn to Swim fees are calculated with this considered. The Swim School operates its normal program on pupil free days.

Credits

Fees will be credited for **Learn to Swim classes only** against future fees, in the event that lessons are cancelled due to unplanned factors (e.g. extreme weather or equipment failure).

Refunds

Refunds are only provided in the event an enrolment is cancelled and are only for any fees paid in advance of the current month.

Cancellations – Equipment Failure or Environmental

The Swim School will refund or credit fees (learn to swim classes only) against future fees, for lessons that are cancelled due to equipment failure or environmental factors.

Cancellations – Client Initiated

The Swim School will refund fees for "months paid in advance of the current month" if a client cancels their enrolment.

Outstanding Fees

Customers falling in arrears more than two months will be required to agree to enter into a payment plan to finalise the outstanding fees. Failure to agree to a payment plan may limit access to lessons.

Who to contact

Enquiries regarding activities, classes, class times, fees or other matters in relation to the Swim School should be directed to admin@brswim.org.au, telephone 3869 0005 or to the canteen during opening hours.

Complaints

Complaints must be made in writing to:

The Secretary
Bracken Ridge Swimming Club
P.O. Box 3079
Bracken Ridge QLD 4017
Or via email secretary@brswim.org.au

The complaint must be specific including dates and times if appropriate.

An initiative of the Bracken Ridge Swimming Club Inc.
ABN: 18 259 669 155

Effective: 16/10/2020