



The purpose of these terms and conditions is to provide clear guidelines on how the Swim School is administered. Please direct any questions to [admin@brswim.org.au](mailto: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 1<sup>st</sup> day of each Billing Cycle**. In cases of financial hardship, please contact the Club Secretary ([secretary@brswim.org.au](mailto:secretary@brswim.org.au))

#### **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 via the Client Portal or by Direct Debit.

#### **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 60 minutes prior notice is given and providing a suitable class has a vacancy.

Clients must advise of this non-attendance and book any eligible make-ups via the Client Portal.

Only two (2) make-ups are provided in each billing cycle.

#### **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). Extended illness credits may be granted for swimmers in LTS & Squads that provide a Medical Certificate.

#### **Refunds**

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

#### **Outstanding Fees**

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

#### **Who to Contact?**

##### **Coaching Enquires:**

E-Mail [coach@brswim.org.au](mailto:coach@brswim.org.au)

##### **Admin Enquiries:**

"Send a Message" in the Client Portal or e-mail [admin@brswim.org.au](mailto:admin@brswim.org.au)

#### **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](mailto: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

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