



# 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](mailto:admin@brswim.org.au).

### Enrolment

Enrolment in any of the Swim School's programs or activities is at the sole discretion of the Head Coach.

### Bookings

Bookings are necessary for all programs or activities. Payment is required in full to reserve a position. (see fees)

### 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 15<sup>th</sup> of each month** for the following month. In cases of financial hardship, please contact the Swim School Admin Officer.

### Multi Participant Discount

Third and subsequent participants in a family unit will attract a 50% discount on fees. Swim Cards 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.

### Swim Cards

Casual swim cards can be purchased prior to entering the pool for eligible squads or activities as detailed on the timetable. Swim cards shall expire twelve (12) months after the purchase date.

### 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](mailto: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](mailto:coach@brswim.org.au).
2. LTS parents can request a meeting with the coach by e-mailing [admin@brswim.org.au](mailto: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 taken into account. The Swim School operates its normal program on pupil free days.

### REFUND POLICY:

Refunds will only be offered in the following circumstances:

### Illness

Confirmed illness (medical certificate), resulting in an absence from classes/activities, will be refunded or credited against future fees. Credits or refunds will be calculated on the daily fee for LTS or weekly fee for squads. Part weeks will not be paid.

### Cancellations

The Swim School will refund or credit fees (learn to swim classes only) against future fees, in regards to lessons that are cancelled due to unplanned environmental factors (e.g. lightning or equipment failure). **Client initiated cancellations do not qualify for a refund or credit.**

### 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](mailto:admin@brswim.org.au), telephone 3869 0005 or to the canteen during opening hours.

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  
Effective: 21<sup>st</sup> August 2019