



SWIMMING LESSONS TERMS AND CONDITIONS

Enrolments

Enrolments will only be accepted with full payment. It is the parent's responsibility to communicate their child's lesson stage for enrolment. If a new student needs to be assessed to ensure correct level at the time of enrolment, a free assessment can be organised by calling Bold Park Aquatic on 9385 8767 and arranging a suitable time with the Swim School Program Coordinator. Class times can change according to demand. Should your child's class not be at 50% occupancy we may need to reschedule to another more convenient time.

Refunds and Credits

There are no refunds for missed lessons. If at any time during the term, you wish to cease participation in the class, the Centre must be notified in writing as soon as possible. Refunds or cancellations will not be accepted without extenuating circumstances that will prevent the participant continuing in the class such as serious illness or injury (medical certificate required), or moving address outside the metropolitan area (official change of address form required). Please note that all refunds will incur an administration fee. Any application for a credit must also be made in writing. Credits will be calculated only on the classes remaining at the time of the application. Credits are valid for six (6) months from the date of issue. The Centre reserves absolute authority in relation to enrolments, cancellations and class transfers. Refunds and credits will only apply where students are forced to cancel a booking and withdraw from the program for the remainder of the term. The Centre shall not be held liable for any loss, damage or injury suffered or occasioned by you as a consequence of entry upon the premises and/or your use of any facilities, equipment or programs within the premises.

Make Up Lessons

Replacement lessons cannot be provided for lessons missed during the term. If a student is forced to miss lessons throughout the term for any reason please see your child's instructor during the term in which the lessons are missed. We will be happy to offer you an entry pass which will entitle two adults and two children to free entry into the Centre for a practice swim. This entry pass is valid for one month. There is a maximum allowance of two passes per child per term.

Entry Cards

Upon enrolment, an ID card will be issued to you (for new customers). Returning customers please use the same card. You must register at reception prior to each class by presenting your card, to ensure our attendance records are correct. Where a participant loses their card, it is the responsibility of that participant to advise the Centre immediately. The participant is also required to pay the current fee for a replacement card. Refusal of entry may occur for non-presentation of cards.

Changes to Enrolments

Should you wish to transfer to another class, please contact Bold Park Aquatic on 9385 8767. Transferring to another class is dependent upon class numbers and/or class availability. Also please note that due to differences in the curriculums taught at different swim schools and swimming programs, Bold Park Aquatic Swim School reserves the right to not accept levels achieved at other swim schools and swimming programs. While we are happy to explain the differences between ours and other curriculums, should we find it necessary, we do reserve the right to move students to levels that are appropriate to our curriculum and their skill level.

Private Lessons

Private lessons are available for children who are struggling to grasp swimming concepts or if they have a diagnosis which requires lessons to be one on one. These lessons run for 30 minutes and are \$55 each in order to cover the same costs as a group lesson. The individual lessons run either before or after the group lessons.

Instructor Consistency

There is no guarantee that the instructors that you have booked the term with, will be here for the whole term of lessons. Every endeavour is made to have consistent teachers in all classes. Please be aware it is very difficult to accommodate requests for specific instructors when enrolling into lessons and therefore such requests cannot generally be considered.

Re-Enrolments

Currently enrolled participants are given priority enrolment for the following term. Please note that it is your responsibility to re-enrol. Bold Park Aquatic Swim School does not automatically carry bookings from term to term. Re-enrolments can be done on the 2nd last week of every term and only after your child's certificate has been collected from their instructor.

Email and SMS Communication

You may also receive emails from the Centre from time to time. You can unsubscribe to these emails, however if you do, you will not receive reminder notifications about lesson re-enrolment dates, news about Bold Park Aquatic, details of changes to open hours, or details of special offers presented by Bold Park Aquatic. If you do not provide an email address upon enrolling, you also cannot receive this communication.

Parental/Guardian Supervision

All children aged 6 years or below must have immediate parental supervision during class times. The adult must remain at the lesson location for the entire duration of the class. Children under 10 years of age must have a parent or guardian remain in the Centre at all times during each lesson.

Supervision after class times

Lesson entry does enable your child to swim before or after their lesson times, however general Centre supervision policies apply. Children under 10 years must be supervised by an adult 16 years or over at all times whilst at Bold Park Aquatic. All children under the age of 5 must be accompanied in the water by an adult at all times. Each child's lesson also entitles two spectator entries. Upgrades can be paid by entitled spectators to allow for entry into the swimming pool.

The Pool Environment

The leisure pool is heated to an average temperature of 30 degrees, whilst the outdoor lap pool is heated to an average temperature of 27 degrees. These temperatures are set as such to take into consideration the diverse needs of all the user groups at the facility.

Photography & Video

Taking photos or video footage is prohibited during lessons unless prior approval has been obtained from the Centre Manager.



Town of
Cambridge

Bold Park Aquatic

215 The Boulevard City Beach, Western Australia 6015
Phone 08 9385 8767 | Email bpac@cambridge.wa.gov.au
www.boldparkaquatic.com.au