



Bold Park Aquatic Swim Academy

SWIMMING LESSONS TERMS AND CONDITIONS

1. Enrolments

1.1 Enrolments will only be accepted with full payment.

1.2 It is the parent's responsibility to communicate their child's lesson stage for enrolment.

1.3 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 Senior Programs Officer.

1.4 Please note that class times may change according to demand. Should your child's class have less than 50% occupancy, we may reschedule to another time.

2. Refunds and Credits

2.1 The Centre reserves absolute authority in relation to enrolments, cancellations and class transfers.

2.2 There are no refunds for missed lessons.

2.3 If you wish to cease participation in the program, the Centre must be notified in writing as soon as possible.

2.4 Refunds or cancellations will not be accepted without extenuating circumstances that will prevent the participant continuing in the program, such as serious illness or injury (medical certificate required), or moving 20km or more away from Bold Park Aquatic (official change of address form required).

2.5 Please note that all refunds will incur an administration fee.

2.6 Any application for a credit must also be made in writing.

2.7 Credits will be calculated only on the classes remaining at the time of the application.

2.8 Credits are valid for six (6) months from the date of issue.

3. Make Up Lessons

3.1 Make up/replacement lessons are not provided for lessons missed during the program.

3.2 If a student is forced to miss lessons throughout the term for any reason please see reception for a family entry pass.

3.3 A family entry pass entitles two adults and two children free entry into the Centre for a practice swim.

3.4 Please note a maximum of two passes per child, per term can be issued and have a three month validation date. To redeem the family pass please see reception.

4. Entry Cards

4.1 Upon enrolment, an ID card will be issued to you (for new customers). Returning customers please use the same card.

4.2 You must register at reception prior to each class by presenting your card, to ensure our attendance records are correct.

4.3 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.

5. Changes to Enrolments

5.1 Should you wish to transfer to another class, please contact Bold Park Aquatic on 9385 8767.

5.2 Enrolment into the program and class transfers are only available until lesson 4.

5.3 Transfers are dependent upon class numbers and/or class availability.

5.4 Please note that due to differences in Swim School curriculums, Bold Park Swim Academy reserves the right not to accept levels achieved at other swim schools and swimming programs.

5.5 Bold Park Swim Academy reserves the right to move students to levels that are appropriate to our curriculum and their skill level.

6. Private Lessons

6.1 Private lessons are intended for children who need more assistance with their stroke development, have a water phobia or a diagnosis which requires one on one teaching.

6.2 Private lessons run for 30 minutes.

6.3 A minimum of three (3) consecutive private lessons must be booked at one time.

6.4 Private lessons depend on teacher availability and are run either before or after the group lessons.

7. Teacher Consistency

7.1 Whilst we make every endeavour to keep teachers consistent, there is no guarantee the teacher will remain the same for the duration of the term.

7.2 Please note we are unable to accommodate requests for specific teachers.

8. Re-Enrolments

8.1 Bold Park Swim Academy does not automatically carry bookings from term to term.

8.2 Current enrolled participants are given priority enrolment for the following term.

8.3 Re-enrolments for term programs are open on the 2nd last week of every term and only after your child's certificate has been collected from their teacher.

9. Email and SMS Communication

9.1 Newsletters will be sent each term with important information regarding the term outline.

9.2 You may also receive text messages and emails from the Centre for important reminders, class cancellations, details of changes to opening hours, or details of special offers presented by Bold Park Aquatic.

9.3 If you do not provide an email address upon enrolling, you will not receive this communication.

9.4 Please note you can unsubscribe to these emails, however if you do, you will not be informed.

10 Parental/Guardian Supervision

10.1 All children aged 5 years or below must have constant parental supervision at all times. A parent/guardian must remain at the lesson location for the entire duration of the class.

10.2 Children under 10 years of age must have a parent or guardian remain in the Centre at all times during each lesson.

Supervision before/after class times

11.1 Swim Academy lesson entry enables your child to swim before or after their lesson times, however general Centre supervision policies apply.

11.2 All children under the age of 5 must be accompanied in the water by an adult at all times.

11.3 Children under 10 years must be supervised by an adult 16 years or over at all times.

11.4 Each child's lesson entitles two spectator entries. Upgrades can be paid by entitled spectators to allow for entry into the swimming pools.

The Pool Environment

12.1 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 to take into consideration the diverse needs of all the user groups at the facility.

12.2 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.

Photography & Video

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



Town of
Cambridge

Bold Park Aquatic

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