

General Information

All participants must abide by general terms and conditions of the Macksville Memorial Aquatic & Fitness Centre. Management reserves the right to refuse entry, suspend or cancel an enrolment/membership, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry.

The centre and surrounding areas are classified as **non-smoking**.

Pool Life Guards do a great job of keeping all pools safe, however for safety, all children must be supervised by an adult or responsible older guardian at all times. Parents are not permitted to leave children under the age of 10 unaccompanied at any time while they are in the Centre, including during a Learn to Swim class.

No ball games, running, skating, bikes or scooters are allowed inside the centre.

Payments - Term Payments

All lessons are paid via a Term Payment or Direct Debit. A term payment is a single payment covering the cost of lessons for the whole term. Term payments are due prior to the commencement of the child's first lesson for the term.

Bookings are confirmed upon receipt of payment for the class. At the discretion of Centre Management, a child may be withdrawn from the First Splashes Learn to Swim program at anytime if his/her lesson fees are not up-to-date.

All fees are non-refundable and non-transferable between either Term Programs or between Clients.

Non-Attendance or Missed Lessons

Missed lessons are not beneficial to your child's learning. We want your child to attend all allocated lessons for continuity of their development. For this reason we do not permit make-ups in-lieu of any non-attendance. General Non-Attendance or Missed lessons are not refunded. When your child is sick, a Doctor's Certificate must be supplied to the Swim School at the next lesson, or within 7 days; and a refund will be granted. Only those people who provide a Doctors Certificate will be eligible for a refund.

Should a situation arise where a child's absence is caused by an external serious family related matter, a request for refund must be made in writing. Preferably via email to manager@macksvillemafc.com.au

Health & Hygiene

Contact with contaminated body fluids may cause the centre to close, therefore all infants must wear aqua nappies during lessons.

Please keep your child at home if they have conjunctivitis, open wounds, any gastro viruses or serious infections during the infectious stages such as chicken pox or measles.

Lessons will proceed in all weather unless deemed unsafe by Centre Management.

Multiple Child Discounts

If a family has more than 2 children participating in swim lessons at any one time a discount may be offered. In any situation, discounts are only eligible for children that are stated on the same Medicare Card.

Instructor Availability

We strive at all times to have the same Instructor on the same class throughout a term. However from time to time, Instructors may be ill or have personal commitments that prevent them from working. This occurs in all swim schools and work environments. On the occasion when the Instructor is away, the details will be posted on the Learn to Swim noticeboard at the pool entrance.

Our Instructors are highly professional and greatly appreciate their role in teaching water safety and swimming skills to your child. All replacement teachers are highly skilled, have extensive knowledge of the First Splashes Learn to Swim program and are dedicated teachers of swimming.

Booking Lessons

A lesson is booked for the entire term for the same day and time every week, and this will not change throughout the term except under special circumstances.

Lessons do not proceed on public holidays. Lessons term payment fees are adjusted to reflect various public holidays throughout a term.

Before, During & After Lessons

Please have your child dressed and ready to enter lessons at the commencement of lesson time, including a bathroom visit prior to the lesson. Children should be at poolside a few minutes before the commencement of the lesson. It is not recommended that your child swim before their lesson. Children participating in lessons should not be wearing bikinis or board shorts if possible.

Parents must remain at the centre while children are completing lessons, it is important in case of any emergency. Please make sure your children use the change rooms safely and minimise their time in the showers to allow other children access. It is best for your child's privacy to shower or bath at home. School age children must use the correct gender change room. Alternatively, there is a family change room available for use. Always supervise your children when changing in amenities and leaving the centre.

Parents must allow teachers to reasonably supervise their children during all lessons and should not approach children or teachers during lessons. A suitable time can be arranged with the Learn to Swim Coordinator should the parent need to discuss any issues or concerns with a Teacher - please see reception to organise this.

Pool Entry, Lesson Attendance & Withdrawal

It is very important for your child's swimming education that they attend every lesson.

Children must be accompanied by an adult at all times. Adults must remain in the centre throughout the child's lesson. Parents and Grandparents are encouraged to be spectators to ensure each child feels special. Entry is free for up to 4 spectators per child. Any children or adults that are not participating in lessons and intend to swim in any of the pools must pay the required pool use entrance fee at reception.

At the completion of each term, all children are automatically re-enrolled into the next (following) term. Where possible all children will remain with the same teacher, day of week and lesson time. Non-attendance and/or non-payment at the first lesson of term will result in the child being withdrawn from the program.

Parents wishing to withdraw children from the First Splashes Learn to Swim program must notify the pool reception staff.

First Splashes program dates coincide with the *Public School Terms gazetted by the NSW Department of Education*.

Progression

All children need to be assessed prior to beginning the First Splashes program. The initial assessment will grade each child so they can be placed in the most appropriate class. Children under 3 years of age do not require an assessment, and can be booked directly into the program.

Assessments through the term are generally conducted between Weeks 6 and 9 throughout the term. Assessments are ongoing and swimmers progress as ability improves.

Certificates of participation and achievement will be issued by the LTS instructor upon completion of a level. Students will progress through the levels of the program as they attain the skills and confidence. The rate at which each student progresses is assessed on an individual basis.

Students with Special Needs

Student with special needs or requirements are requested to speak with the Learn to Swim Coordinator during the enrolment process. It is important that First Splashes, as a comprehensive swim school we are aware of the swimmers exact needs, so that we not only meet these expectations, *but we are given an opportunity to surpass!*