St Hilda’s Swim School
Terms and Conditions

1. ENROLMENT AND PAYMENT PROCEDURE
   • St Hilda’s Swim School requires that payment be made at the time of booking or prior to the commencement of the program.
   • Payments can be made by filling out the bottom section of the enrolment form or by cheque. Eftpos and cash payments will be accepted at the pool office during opening times.
   • Every attempt is made to satisfy your lesson requirements, however it may not always be possible to offer you a specific day, time or teacher.

2. CANCELLATION POLICY
   • When you enrol to swim, you are committing to an entire term of swimming. No half term bookings or refunds will be made for relocations/illness/injury during the term.
   • Cancellations to bookings are accepted up to 14 days prior to the commencement of the program.
   • If cancellations are made before the 14 days an administration fee of $10 per booking will be applied when receiving your refund. After the commencement of the 14 day lead in period NO REFUND OR CREDIT NOTE will be given and the full amount is owed.

3. MISSED LESSONS
   • If your child is unable to attend lessons due to illness or accident we will attempt to provide a make-up lesson, if we have suitable places available within our existing program.
   • Missed lessons will NOT be carried over after completion of the course of lessons.
   • Refunds and credits are only issued for medical reasons or under extenuating circumstances. Refund and credit request forms are located in the Swim School office. Requests for refunds and credits must be made in writing to St Hilda’s Swim School and should include a full explanation and a medical certificate if applicable. It is the customer’s responsibility to ensure they return the necessary paperwork in a timely fashion.
   • A $22.00 administration fee will be charged on all refunds.
   • Your enrolment is for a FULL PROGRAM of swimming, no half term payments or refunds are provided unless circumstances are highlighted at the time of enrolment.

4. POOL RULES
   • It is compulsory for all participants with long hair in level 5 and above to wear swim caps while in the pool.