



2026 Terms and Conditions

Effective as of MAY 2026

By enrolling in Westerfolds Swim School programs, you agree to the following terms and conditions for your child and any future children you enrol in our program:

Program

Westerfolds Swim School runs ongoing programs from late January to late December, aligned with school term dates. We are closed for public holidays and for one week during each school holiday break. Specific dates are available at westerfolds.com.au/closure-dates. Direct debits are adjusted accordingly for these closures.

Payments

Payments are processed via a fortnightly direct debit schedule. You can view the schedule at westerfolds.com.au/direct-debit-dates.

- **Dishonour Fee:** A **\$15.00 fee** applies to failed debits due to incorrect details or insufficient funds.
- **Rate Changes:** Fees are subject to change if a student moves between programs (e.g., Infants to Preschool) or switches between Weekday and Weekend lessons.

Absences & Make-up Lessons

Westerfolds Swim School provides unlimited make-up classes for missed sessions. If you are unable to attend, please log onto your portal **before** the start of your lesson and sign your child out to be allocated a make-up credit.

Make-up Lesson Conditions:

- **Ineligibility:** Please note that **Private Lessons are not eligible for make-up lessons.**
- **Notification:** If you do not sign out prior to the lesson start time, no make-up lesson will be allocated.
- **Availability:** Make-up lessons are subject to availability and are not guaranteed.
- **Expiry:** **Make-up credits never expire but can only be utilized while you have an active contract with us.**
- **Non-Transferable:** Make-up credits cannot be used in place of regular fortnightly payments or transferred to other students/siblings.

"To mark your child absent or book a make-up lesson, please follow the step-by-step guide on our website: westerfolds.com.au/instructions-for-make-up-lessons"

Medical Leave

All medical leave requests must be submitted in writing and **must be accompanied by a valid medical certificate** to be eligible for processing. The assistance provided is determined by the duration specified in the certificate:

- **Less than 3 weeks:** Make-up classes will be allocated to your portal for the missed period.
- **3 weeks or more:** Management will review the request and adjust your enrollment accordingly.



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Holiday Leave

For extended absences, you have two options:

- **Option 1: Pause & Re-enroll** If you'd prefer not to pay while you're away, we will remove your child from their current class for the duration of your trip. To make things easy, we will immediately re-enroll them for your return date. While we always try to get you back into your original day and time, please keep in mind that since the spot is being released, it may be filled by another family while you're away. If your original spot is no longer available, we'll get in touch to find an alternative that works for you. If we're unable to find a suitable time for your return, our standard **4-week cancellation notice** will apply.
- **Option 2: Secure Your Regular Spot** If you've found the perfect class time and don't want to lose it, you can choose to maintain your regular **fortnightly payments** while you're away. This guarantees your child's spot stays exactly as it is. We'll also add make-up lesson credits to your portal for every class missed during your holiday so your child can catch up once you're back!

All holiday leave requests must be submitted in writing.

Cancellations and Refunds

- **Termination of Enrolment:** To withdraw from the program, customers must submit a written cancellation request (email). A **4-week notice period** applies, during which regular fortnightly payments will continue.
- **Medical Refunds:** Refunds are reserved strictly for documented medical cases. A formal request accompanied by a medical certificate must be submitted for management review. Approved refunds will be processed back to the original payment method or applied as a portal credit.

Emergency Closures and Evacuations

In the event of an unforeseen facility closure or evacuation beyond our control, Westerfolds Swim School will provide a make-up lesson credit to all affected students. Please note that we do not offer refunds for sessions missed due to emergency closures.

Parental Supervision

For the safety and well-being of our students, it is a mandatory requirement that a parent or legal guardian remains on-site and within the designated swim gallery area for the entire duration of the lesson. Parents must remain accessible at all times should their child require assistance or in the event of an emergency.

Medical Release and Declaration

By enrolling, you authorize Westerfolds Swim School management and instructors to seek and obtain any medical assistance deemed necessary in the event of an accident or emergency.

- **Financial Responsibility:** You agree to be responsible for all medical expenses incurred on behalf of the student(s) and any future family members enrolled.
- **Disclosure:** You must provide accurate and complete medical information regarding your child/children, including any physical or learning limitations that may impact their aquatic education. It is your responsibility to update the swim school in writing should any medical conditions change.



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How to get the most out of your lessons:

At Westerfolds, we want every student to have a wonderful experience. To help our instructors stay focused on your child's progress and safety, please follow these "house rules" for our pool deck:

Arrival & Check-In

- **Early Birds:** We recommend arriving about **10 minutes early**. It gives the kids a chance to settle in and get ready without feeling rushed.
- **Say Hello at the Front:** Please remember to check in at reception upon arrival so we know you've arrived.
- **Late Arrivals:** If you're running late, we may not be able to admit your child to the class as it can be a bit disruptive for the other students. Please note that we are unable to offer make-up lessons for late arrivals.

Preparing for the Water

- **Gearing Up:** For children over 3, please have **swim caps (compulsory)** and goggles on before their class is called/begins.
- **Pre-Lesson Routine:** It's a great idea to handle toilet breaks, nose-blowing, and hair-tying before the lesson begins. Please also ensure all valuable jewelry is removed.
- **Waiting Area:** Please wait with your child in the reception foyer until their class is called. For safety, little ones (infants and preschoolers) shouldn't be left unattended on the pool deck or sitting on the edge of the water before their teacher is ready to start.

During the Lesson

- **Entry to Water:** No child or guardian should enter the water until the Swim Instructor explicitly invites them in to start the lesson.
- **Supervision & Duty of Care:** We take great care of your children while they are in their class. Please remember that your "duty of care" continues until they are with their teacher, and resumes as soon as the lesson ends.
- **Parental Presence:** We ask that all parents and guardians remain in the viewing room or centre during the lesson. This way, you're right there if your child needs you or if the teacher needs a quick word.

Post-Lesson & Facilities

- **Drying Off:** Once the lesson is over, please have the kids exit the pool promptly and dry off in the change rooms before heading back into the reception or viewing areas—this helps us keep our floors safe and dry for everyone!
- **Poolside Extras:** For your convenience, we have change tables available poolside specifically for our Infant classes.