



Aquafun Swim School Terms and Conditions

Enrolment

Enrolments can be completed on site or via our online portal. All new enrolments will need to be booked for an assessment first, prior to enrolling. Enrolling without an assessment DOES NOT confirm your booking and can be subject to change.

What if I cannot attend a lesson?

Please contact Aquafun Swim School office on 9847 6306 or 9847 6307 and notify us of your absence so we can register a non-attendance. Credit will ONLY be given if a lesson cannot be attended due to illness or pool closure.

Credit for missed lesson due to illness

We require a medical certificate upon your return to lessons, with the date absent from swimming lesson indicated on certificate. The cost of the missed lesson will be credited to the next term's fees. A makeup lesson will NOT be scheduled for any reason. Credit is valid for 12 months only.

How many credits can I receive?

The maximum number of credits possible is ONE per term. In unforeseen circumstances (eg significant bout of illness, hospitalisation or major injuries) please contact the office supervisor on learntoswim@hornsby.nsw.gov.au

Refunds

Refunds will only be considered for students who have incurred one of the following: Serious illness, broken bones, hospitalisation or relocating out of the area. Refunds will NOT be granted for reasons other but not limited to, holidays, school excursions, exams or clashes with other activities.

Applications for a refund must be made within one month of the date of cancellation.

Request must be in writing

Refunds will be considered from the date the Aquafun Swim School office was notified, in writing, of the cancellation. A member of staff will contact you to discuss your request. There is a \$20.00 administration fee for any refunds requested. There is no guarantee that monies paid will be refunded. Please state the reasons for your refund and send request by email or by letter to learntoswim@hornsby.nsw.gov.au

Active Kids Vouchers

Active Kids Vouchers are accepted at Aquafun Swim School. To redeem your active kids voucher we will need a copy with your child's DOB clearly stated. Active Kids Vouchers can only be used for a program of 8 weeks. Vouchers are not redeemable for cash or credit.

Unacceptable Behaviour

Please adhere to the Centre Terms and Conditions. Unacceptable behaviour may jeopardise your booking in our swim school.

Free Family Swimming

Whilst we are pleased to offer Free Family swimming to all students of Aquafun Swim School, this is only available for the enrolled TERM, this does NOT include school holidays or students enrolled in squads. The free family swimming pass is only to be used by the student and their parents/siblings/partner. This pass is to be used for private family use only and does not include when the child is in the facility with school groups, school events or attending Hornsby Swim Club.

Child Safe Standards

Hornsby Shire Council follows the requirements of the Child Safe Standards and Reportable Conduct Schemes. Should you become aware of or observe any inappropriate behaviour by staff, visitors at the pool or other students please contact 9847 6306 or alternatively email learntoswim@hornsby.nsw.gov.au and an appropriate Manager will be in touch.

Hornsby Aquatic and Leisure Centre

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