Terms and Conditions of Enrolment 2020/2021

**Swim Mechanix** and any **Swimming Instructors/Employees** associated with Swim Mechanix shall be referred to as “we” and “our”.

1. **General**
* Terms and conditions are subject to change. All opportunities to notify customers of changes will occur via Email, SMS and iClassPro App Push Notifications.
* Home pools should be appropriately clean and chemically correct in order to conduct lessons. We have the discretion to refuse lessons subject to a pool inspection at each engagement.
* Parents must remain on site and within 10 metres of the area in which the lesson is being conducted at all times.
* Should an Instructor not be available for an engagement, We will communicate with the customer in regards to a Relief Instructor or Cancellation of the lesson.
* We shall not be held liable for any loss, damage, theft, or injury suffered or occasioned by persons or their personal belongings as a consequence of entry onto private property.
* Instructors shall provide necessary equipment and stationery for all lessons.
* All employees of Swim Mechanix retain current AUSTSWIM, CPR, Working With Children Check and Aquatic Rescue qualifications and are covered by Swim Mechanix’s Insurance Policy updated on 1st October each year.
* All communication with Swim Mechanix Management should be done via email to liz@swimmechanix.com.au, or phone 0416 898 528.

1. **Enrolment and Fees**
* Booking requests are actioned via the Customer Portal (website) or iClassPro App (swimmechanix).
* Participant’s information must be kept up to date at all times to assist with Instructor matching and safety.
* Once confirmed, and before lessons commence, all bookings require an upfront payment in full, or set up of Payment Plan (incurs fees). Payment options are sent at the time of booking confirmation with a Statement of Fees.
* Trial lessons are available for new participants only.
* Family discounts do not apply to Mobile Lessons, however, blocks of 5, 10 and 15 lessons are discounted when purchased up front or using the Payment plan.
1. **Cancellations and Make Up Tokens/Lessons**
* Cancellations may occur on behalf of Swim Mechanix due to a variety of issues including poor weather or Instructors not available. In these cases, a Credit of Fees will be added to the Customer’s account.
* Instructors have the discretion to refuse lessons if We deem the participant to be unwell at the time of the lesson. This lesson will be charged at the nominal fee.
* Cancellations made by the Customer less than 4 hours in advance will incur the nominal fee being charged. Where possible, cancellations by the Customer are encouraged at least 1 day in advance. These will be classified as Make Up Tokens to be used at a later date.

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* Should lessons no longer be required if purchased in advance, the Customer shall receive half of any money paid in advance back as a part refund. Swim Mechanix will not issue a full refund for lessons booked except in unprecedented circumstances.
* Make Up Tokens can be used for additional lessons once your paid block is complete and can be requested using the Customer Portal or iClass pro App.
1. **Safety & Privacy**
* Employees of Swim Mechanix are fully trained and experienced in delivering Swimming and Water Safety Education.
* We are entitled to safe working conditions and environments. Should an incident occur within a Private Home, an incident report will be completed by the Instructor and submitted to Management for reporting requirements and follow up.
* The safety of the Customer and Participants are a priority. Please provide access to a First Aid Kit and have direct supervision with the class at all times. Sunscreen and sun safe clothing are recommended for the participant.
* Instructors have the right to refuse pictures or video being taken during a lesson. Please ask permission before hand. Instructors will not ask for pictures or video of the participants, however, if permission has been given by the Instructor, and the Customer would like to share with Swim Mechanix, the Customer may send the picture/video to Management to be used as advertising and public viewing on behalf of Swim Mechanix only.
* Swim Mechanix will not share a Customer or participant’s information with any third party. Any personal information included in your account or enrolment details is used for communication and developing appropriate lessons only.

**2020/2021 – Fees and Classes**

Lessons are 40 minutes long and can be arranged with 1 Instructor and 1, 2 or 3 participants. Participants of classes of 2 or 3 should have similar swimming ability. If ability is too varied, or is a participant has additional needs, 2 separate 1:1 lessons will be required.

Trial Lesson $ 65.00 5 Lessons $ 300.00 10 Lessons $ 550.00

Lessons can be arranged depending on participant and Instructor availability.

Payment for Lessons are required at the time of Booking Request Confirmation with their Statement of Fees. Information about how to pay can be found on the Statement of Fees.

Name of Customer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Instructor’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Submitted: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_