

Happy Hubert Swim School Terms and Conditions

Enrolment and Lessons:

1. Enrolment and payment must be made in full prior to the student participating in their first lesson of the Term.
2. All existing medical and/or learning conditions must be disclosed to Marion Outdoor Pool staff at the time of enrolment.
3. It is the responsibility of the parent/guardian to ensure the student is enrolled into the correct level to match the student's current swimming ability.
 - a. A description of all the Levels can be found onsite at the Marion Outdoor Pool, or on the Pool's website.
4. Marion Outdoor Pool and the instructors are only responsible for supervising the student/s during the actual lesson times of an attended lesson. It is the parent's, guardian's or caregiver's responsibility to supervise their children at all other times – in accordance with the Watch Around Water guidelines.
5. A student will only have access to the pool during their lesson time. The pool may not be used for "free swimming."
6. Swimming costumes are to be worn for all swimming lessons.
7. Swimmers with long hair are encouraged to wear swim caps during lessons.
8. Any questions or comments are to be submitted via email to swimcentre@marion.sa.gov.au & not to the instructor during lesson times.
9. Attendance to a lesson permits entry to the Pool for the student and non-swimming spectators immediately related to the student

Credit Policy - for missed lessons:

10. Credit for missed lessons will only be given if a minimum notice of 48 hours is received.
11. In the case of sickness, where 48 hours' notice cannot be provided, a doctor's certificate is required.
 - a. The need for a doctor's certificate is at the discretion of the Programs Officer.
12. A maximum of 2 credits per Term will be issued.
13. Credits are in the form of a makeup lesson to be used within the same Term.

Refund Policy:

14. No refunds will be given for voluntarily withdrawing from the program.
 - a. This includes situations where the personal schedule of the student has changed and Marion Outdoor Pool do not offer an alternative time to suit the student.
15. In extreme circumstances, a credit may be issued which is valid for the next available Term. This includes, but is not limited to:
 - a. Where a student has been moved up a level mid-Term and the Marion Outdoor Pool do not offer a suitable time for the student's new level, or no spaces are available.
 - b. Lessons have been cancelled by the Marion Outdoor Pool due to extreme weather.
16. Long term sickness or injury may warrant a refund. This is at the discretion of the Programs Officer.
 - a. A doctor's certificate must be produced to receive a refund.
 - b. The refund amount will be the remaining proportion of the full Term fee – taking in to account the number of lessons already attended by the student.