

Swim School Policies

1. All fees must be paid in full prior to lessons commencing
 - ☒ Payment can be made via Cash, Credit Card & Eftpos, Direct Deposit or Direct Debit (NB: Direct Debit option does not allow cancellation of lessons during the Term.)
 2. Enrolments are non-refundable or transferable; YMCA is not obliged to provide refunds on any bookings or unused classes.
 3. YMCA will provide 1 make up lesson per student for sickness only. The swim school office must be contacted in advance of the lesson starting via phone or email.
 - ☒ Notification of absence received after a lesson will not be accepted
 - ☒ A medical certificate may be required
 - ☒ Makeup lessons must take place during the current term or school holiday block and cannot be carried over to or student.
 - ☒ No refunds are given for missed lessons
 4. Please advise the Swim School of any medical details at time of enrolling in lessons or if circumstances change.
 5. In the event a lesson is cancelled by a YMCA centre the YMCA will provide 1 make-up lesson only, this must be used within 4 weeks and is non-transferable to other students.
 6. All children under the age of 3yrs are required to wear a swimming nappy.
 7. Lessons do not run on public/statutory holidays. There is no charge on these days.
 8. All children receive a swipe card when enrolling; this must be swiped each time when attending lessons.
 9. YMCA Staff reserve the right to discontinue classes due to insufficient numbers, and have the right to change instructors due to illness or unavailability at any time.
 10. \$25 fee is deducted from all cancellations.
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