



**Yeronga Park
Memorial Swimming Pool**
55 School Road, Yeronga 4104
(07) 3848 8575
admin@yerongaswimming.com.au

**Dunlop Park
Memorial Swimming Pool**
794 Oxley Road, Corinda QLD 4075
(07) 3379 1630
admin@dunloppark.com.au

Swim School Policies

Make up Classes

- Make up classes will only be issued when an absence has been notified at least 2 hours prior to the scheduled lesson.
- Make up classes do not carry over to the next Block or transferred as credit.
- Make up classes can only be booked 24 hours in advance and availability of spaces is not guaranteed.
- Make up classes cannot be transferred to another family member.
- There are no make-up classes for Private lessons.

Refunds

Refunds are only given in exceptional circumstances and/or if a Medical Certificate is provided to support the missed classes.

Credits

- Credits are only issued in extenuating circumstances or for extended periods of notified absence when in conjunction with a doctor's certificate.
- Credits will not be issued for a single missed lesson during the Block. Make-ups are for this purpose.

Enrolments/Block bookings

- The year is divided into 2 blocks.
- Block 1: Jan – June
- Block 2: June – Dec
- Direct Debit families roll over automatically into the next Block unless a cancellation form is completed. Lessons cannot be cancelled permanently without a cancellation form. During the current block, families will have the opportunity to re-enrol for the next block prior to any movements by direct debit bookings.
- Payment is required at the time of booking to secure the booking.

Direct Debit

- Direct debits are ongoing and continue to roll over each Block.
- To cancel a direct debit 14 days' notice is required and a cancellation form must be completed and submitted to Reception.
- Direct Debits can be suspended at a cost of \$5 per week for a minimum fortnightly period in the event of absence or illness. A suspension can only be for a maximum of 6 weeks and a minimum of 2 weeks.
- In the event the Direct debit rejects a fee of \$6.60 is added to the account and is payable prior to the family's next class.

Health and Wellness

Families are advised not to attend classes with cold/flu like symptoms, vomiting, diarrhoea, or conjunctivitis.

Aqua Nappies

All children that are not completely toilet trained are required to wear a suitable Aqua Nappy.

Photography

Please seek permission from the Deck Supervisor if you wish to take any photos or videos in the centre. Without permission no photography or videography is permitted.