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

Learn to Swim Programs

By enrolling in any Learn to Swim program, Direct Debit, Block Booking or Holiday Intensive Program, you agree to the following Terms and Conditions. These terms operate alongside your rights under Australian Consumer Law.

Program Types and Bookings

Block Bookings (Paid in Full)

A Block Booking is paid in advance for the applicable booking period.

The Learn to Swim program operates across two annual booking blocks:
• Block 1: January – June
• Block 2: June – December

Payment is required at the time of booking to secure your place.

Direct Debit (Perpetual Booking)

Direct Debit bookings are ongoing and automatically roll into the next Block unless cancelled in writing through the online Cancellation Form.

- 14 days' written notice and a completed cancellation form are required to cancel.
- Direct Debit bookings may be suspended for a minimum of 2 weeks and maximum of 6 weeks at a fee of $5 per week, per child. Written notice must be provided prior to the suspension period.
- If a Direct Debit is dishonoured, a $7.00 rejection fee will be applied in line with bank processing costs and must be cleared before the next lesson.
- To cancel an ongoing booking, a cancellation form must be submitted either in person or online at www.shellysswimschool.com.au under Forms.

Holiday Intensive Programs

Holiday Intensives are structured week-long programs, offered within the School Holidays. Classes run at the same time each day, however teachers may vary.

- Full payment is required at time of booking.
- Bookings are non-refundable and non-transferable, except where required under Australian Consumer Law.
- No make-up lessons are provided for missed days.
- Refunds or credits will only be considered with a valid medical certificate or in extreme circumstances approved by Management, acting reasonably and in accordance with Australian Consumer Law.

Make Up Lessons

Make-up lessons are available where absence is notified prior to the scheduled lesson commencing.

- Make-ups can only be booked 24 hours in advance and are subject to availability. A place is not guaranteed.
- Make-ups must be used within the same Block and do not carry forward.
- Make-ups are not transferable to another swimmer or family member.
- No make-ups are available for Private Lessons.
- Make-ups have no cash value.
- Make-up lessons may be withdrawn or modified at Management's discretion where the system is misused.

Refunds and Credits

Refunds

Refunds will only be considered where required under Australian Consumer Law or in exceptional circumstances determined reasonably by Management.

- Refunds are not provided for change of mind.
- A medical certificate is required to support illness-based requests.
- Any approved refund may be calculated on a pro rata basis.

Credits

Credits may be issued in extenuating circumstances, including extended illness supported by a medical certificate.

- Credits are applied to the Family Account and remain valid for 2 years from the date of issue.
- Credits cannot be used for retail shop purchases or party bookings.
- Credits are not transferable and cannot be redeemed for cash.
- Credits will not be issued for a single missed lesson. Make-ups are provided for this purpose.

Health and Safety

Swimmers must not attend if experiencing cold or flu symptoms, vomiting, diarrhoea, conjunctivitis or other contagious conditions.

- Management may refuse participation if a swimmer presents unwell.
- All swimmers not fully toilet trained must wear an approved Aqua Nappy.

Photography

Permission must be obtained from the Deck Supervisor before taking photos or videos within the centre.

Unauthorised photography or videography is not permitted.

General Conditions

Lessons and facility access remain subject to operational requirements, staffing availability, weather events, maintenance, public health requirements, and facility closures.

Lessons do not run on Public Holidays and families will not be charged for these days.

Management reserves the right to make reasonable changes to instructors, class times or program structure for operational reasons.

The current version of these Terms and Conditions is available at Reception, or online at www.shellysswimschool.com.au under Forms.