

General Conditions – All pool patrons must abide by the Aquatic Areas Conditions of Entry, displayed by the pool access gate.

Swim School Conditions – All membership conditions have been established to ensure maximum usage of the Centre by Swim School Members. On purchase of a Swim School package, students will be referred to as 'Swim School Members' and have all the usage rights and obligations set out below.

Package Options – The Swim School package is limited to a Direct Debit (DD) package only.

Package Outline

1. DD Membership entitles the enrolled student to one (1) 30 minute lesson per week for 47 weeks and free pool access for the duration of the Victorian school year.
2. Classes, debits and pool access continue throughout Easter, winter and spring school holidays.
3. All Swim School DD memberships are ongoing, unless cancelled, until the end of the school year when they will naturally expire.

Enrolment

1. Enrolments are applied for via an Enrolment Form – available at Customer Relations and online, www.bluewater.org.au
2. New students can enrol at any time, except for the last two weeks of the Victorian school year. This period is named 'Re-Enrolment Week' and reserved to offer preferential re-enrolment to current students for the following school year.
3. New and re-enrolment must be made in person to ascertain level, to allocate a class day/time and to complete and sign the membership and DD paperwork.
4. Upon enrolment, the student will be supplied an access card to scan at pool entry. Not only does the card operate access control, it logs the student's lesson attendance for the day.

Payments

1. Fees are \$29.60 per child, per fortnight. Concession and multiple child discounts apply.
2. Payments will be debited from your nominated bank account or credit card (no AMEX).
3. Debits will be scheduled fortnightly on a weekday of your choosing.
4. Payments are made in advance for the coming fortnight; therefore the nominated DD day must be prior to the first lesson.
5. A joining fee of \$20 applies per family, not per student.

Assessment & Progression

1. We systemically assess twice a term, in week 5 and week 10. These weeks are a designated 'Assessment Week'.
2. During Assessment Week, an Aquatic Services Officer (ASO) will assess the students from on deck. This staff member will work with your child's regular teacher to ensure assessment is:
 - a. Valid – covering the range of skills and knowledge stipulated by each level.
 - b. Reliable – consistent in quality, performance and interpretation of evidence.
 - c. Flexible – reasonably adaptable to the characteristics of individual learners.
 - d. Fair – equitable for all groups of learners.
3. During Assessment Week, progressing students will be awarded their certificates by Wally the Water Skink. Photos of this presentation are more than welcome, but please respect the privacy of other pool users by ensuring they are not in the frame without their consent.
4. When a student progresses to a higher level, it may be necessary for Bluewater to make changes to their current booking, be it class day, time or teacher. This will always be done in consultation with the student's family with a view to providing continuity from level to level and/or accommodating schedule preferences.
5. There may be times where accommodating a transfer to a high level requires the creation of a new class, consolidation of existing classes or movement between classes. Throughout this time, the student may remain in their previous class while still being tasked and tested against the criteria of their new level.

Missed Lessons

1. To minimise lesson disruption, Bluewater does not offer make up lessons.
2. To ease the disappointment of a missed lesson, Bluewater offers a 'bring a friend' pass, valid for 1 month. This pass is for aquatic entry only, not lesson entry.
3. To apply for a pass, please complete the associated paperwork, available at Customer Relations and online, www.bluewater.org.au

Suspension

1. Lessons continue throughout the Easter, winter and spring school holidays.
2. If you wish to suspend your membership during these holidays, suspensions are applied for via a Membership Modification Form – available at Customer Relations and online, www.bluewater.org.au
3. Students are entitled to 1 voluntary suspension per annum.
4. The maximum voluntary suspension period is 2 weeks. Two (2) weeks' notice must be supplied.
5. Fees during voluntary suspension will be half the lesson price (\$14.80 a fortnight).
6. Medical suspension is for a maximum of 4 weeks where a medical certificate and membership modification form is supplied within 1 week of the first absence. Administration fees during medical suspension will be \$5.00 per fortnight.

7. Suspension periods exceeding 2 weeks for voluntary and 4 weeks for medical, will be treated as a cancellation.
8. There are no lessons on public holidays. Membership and associated fees will continue unless a modification form is supplied requesting 1 week suspension. This 1 week is NOT included in the 2 week voluntary suspension period mentioned above, so will not affect your suspension restrictions. Three (3) business days' notice prior the next scheduled direct debit is required to effect this suspension, not two (2) weeks' as per voluntary suspension.

Cancellation

1. Cancellations are made via a Membership Modification Form – available at Customer Relations and online, www.bluewater.org.au
2. To exit the program prior to the end of the school year costs \$24.00 per family, not per student.
3. All cancellations must be provided 3 business days prior to the next scheduled debit.

Debits & Debts

1. Bluewater uses a third party Direct Debiting company called Ezidebit. Please ensure you read and understand the Ezidebit terms and conditions.
2. Ezidebit will notify the customer of any failed debits. These defaults will incur a failed payment fee payable to Ezidebit.
3. Failed debits remain due and payable to Bluewater, with any processing costs incurred by the Centre passed onto the member. These fees must be paid in person at Customer Relations.
4. Bluewater will make reasonable contact to notify the Member if there is one or more failed debits. Primary communication for membership fee recovery is by post, email and/or SMS.
5. If a member has three (3) consecutive failed payments which are not reconciled in person, the membership is at risk of being cancelled prior to the next scheduled DD. The amount owing remains payable to Bluewater and the fee will be passed onto a debit collection agency for retrieval. The member will not be permitted to resign as a DD member until their outstanding debt is reconciled.

Cooling Off Period – The Swim School DD Membership includes a 7-day cooling off period from the time of enrolment. The contract of this membership can be voided within seven (7) days of joining and total monies refunded without further obligation. All terms and conditions of membership are binding after seven days.

Lesson Cancellations – If Bluewater has to cancel a lesson due to unforeseen circumstances at the Centre, we will issue you with a credit for the swimming lesson to be applied to a future direct debit.

Price Increases & Future Changes – Members will be notified approximately one month in advance of any payment increases or changes in the terms and conditions of their membership. Please ensure your contact details are up to date so you don't miss these and other notices.

Parent/Guardian Supervision – Bluewater is a proud Watch Around Water (WAW) facility. The WAW supervision policy means there are guidelines that must be followed while visiting:

- Children under 5 MUST BE accompanied into the water by a parent/guardian and remain within arm's reach.
- Children under 10 MUST BE clearly and constantly visible and remain directly accessible by a parent/guardian.
- All children must be ACTIVELY SUPERVISED at all time by a parent/guardian.
- Unsupervised children (of any age) will be removed from the water if the lifeguard is concerned for their safety.

Parent/Guardian & Teacher Supervision During Lessons – During a lesson, the supervising parent/guardian and Swim School teacher will share responsibility for the student's safety in accordance with the WAW policy above. In order to uphold this shared responsibility, it is necessary that the parent/guardian be easily contactable by the teacher. Naturally, that makes leaving the facility prohibited. We find that sitting at the end of the designated lane maintains parent-teacher communication, while showing support for your little swimmer.

Teacher Supervision During Emergencies/Evacuation – Teachers and staff of the Centre have a responsibility to take reasonable steps to protect students from risk of injury, including those that may be encountered beyond the class. In the event of a Centre-wide emergency or evacuation, the teacher will assume responsibility for the class being taught. After securing the safety of their class to the designated assembly point, the teacher may assist other wardens or first-aiders in their emergency roles. If parents are present during the emergency or evacuation, we ask that they accompany the class as opposed to removing their child from the teachers care prior to the designated assembly point.

Inquiries or Issues – We ask that parents allow teachers to reasonably supervise their children during the lesson and not approach children or teachers during lessons. If the teacher requires intervention, they will seek assistance from the parents at a time that least inconveniences the class. Teachers have no time scheduled for communication between lessons. A suitable time should be arranged with the coordinator should a parent require feedback or need to discuss any issues or concerns.

Teacher Consistency – Here at Bluewater, teachers are rostered in 10 week blocks with a view to achieving a level of teacher consistency. Consistency and routine are especially important to infants and toddlers, making them feel secure while they attempt skills outside their comfort zone. At primary school age, consistency and routine are key to managing a lesson, as children learn best with repetition. While we strive to provide your child with a consistent teacher and class, at times this is not possible due to unforeseen illness and other unavoidable circumstances.

Water Safety Week – Water Safety is an integral part of the Swim & Survive Program to which Bluewater subscribes. Twice a year, we will ask students to wear suitable clothing over their bathers to simulate and experience real life survival scenarios. At the same time, we will ask children to leave their goggles at home to experience swimming without them. We appreciate that parents/guardians are keen to see their children make progress in the competitive swimming strokes and skills, and ask that parents appreciate the fact that water safety has an important place in our program as well. The skills your children learn in our water safety program could save their lives or the lives of your family and friends.

Skill Based Games – Aquatic skills are learnt through children's natural curiosity and drive to explore. While there's no better way to achieve water safety skills than through fun and play, we appreciate that parents want to see productive lesson time. As such, Bluewater will strive to ensure all our Active & Courage Program games are skill-based and exceed no more than 10% of the lesson time (3 minutes). Please understand that the Wonder Program is a water familiarization program and not a learn to swim program, therefore is largely song and game-based.

Feedback – Parents who wish to leave feedback for the Swim School are invited to do so directly with the Aquatic Operations Coordinator, by email to dionne.smith@colacotway.vic.gov.au or via a Customer Feedback form (available at reception).