

# Tivoli Swim School Policies

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## GENERAL

- All patrons must adhere to the pool rules displayed within the centre.
- It is the parent's responsibility to control any young children watching training sessions, and to keep children off the pool deck. All spectators must be seated in either in the courtyard area or on the bench seating around the pool, whilst lessons are in progress.
- No child is to be outside the pool building at any time without the direct supervision of an adult.
- Swimmers must be punctual for all sessions. Any swimmer arriving more than 10 minutes after the scheduled starting time will be allowed in the water only at the coach's discretion.
- Noise is to be kept to a minimum when arriving and departing from the pool. In the change rooms please keep noise levels down. No rowdy or raucous behaviour.
- All swimmers must supply their own training equipment, as required for their squad level. Swimming costumes worn must be of the racing type. Swim caps and goggles must be worn at all times.
- Swim school equipment is to be treated with care and replaced after each session.
- It is expected that swimmers will, at all times, behave in a well-disciplined and sportsmanlike fashion and treat all coaching staff, other swimmers and parents with respect. Anything less will not be tolerated.
- Parents, parking is very limited in Tivoli Ave. Residents must be considered at all times and blocking driveways or double parking, at all times, is to be avoided. We recommend car-pooling or a pick up service, from After School Care, for Massie House students, is available to girls with a 3.30pm lesson.
- All parents please feel free to discuss your child's progress with his/her coach or learn-to-swim teacher. However, please do this after the lesson has finished. PLEASE do not interrupt a class to talk to a teacher.
- TSS reserves the right to suspend or expel any swimmer for a severe or persistent breach of these rules.

## RE-ENROLMENT

- Re-enrolment will take place in the last few weeks of each Term. Prior to this time, a newsletter and reminder notice will be forwarded to all students. This form must be completed and returned with the deposit or full amount, depending on the Term, before the end of re-enrolment week, to secure the place in the class. Priority is always given to Kambala students and those currently enrolled in classes.

## MISSING A CLASS

- If a swimming class cannot be attended, due to illness only, the Swim School office requires 24 hours notice to be eligible for a make up class. Notice under 24 hours will require a Doctor's certificate. No exceptions will be made so we kindly ask you to adhere to the policy, to avoid disappointment.
- Where possible a make up class will be arranged depending on availability. Make up classes are not always beneficial as the same instructor may not be available. A maximum of 1 make up class per term is allowed and must be completed within the term. Make up classes are not guaranteed and there is no refund of monies paid for classes not attended.

## CLASS UPGRADES

- Students will be changed from one level to the next at the teacher's discretion and at the completion of swim tests. This will only be done when the student has completed all the requirements for the current level or in the teacher's opinion the child has the ability or would benefit from being moved to the next level. There is no guarantee that students will retain the same teacher when changing levels.

## PAYMENT

- Any cancellation of lessons once term has started requires full payment. Full payment is expected before the commencement of the 1st lesson of the 1st week of the swim school term. Any withdrawal of children from the swim program will not be refunded. Any payment not received on these bookings will be passed onto our debt-collecting agency, after week 4 of the swim school term. There will be a \$50 late fee added per child to the outstanding amount. We have had to install these regimented policies as the swim school has turned away many students due to the program's limited availability. The swim school can no longer incur the costs of student cancellations during the term.