

**Customer Number**
**Personal Details**

Name:

Address:

Suburb:  Postcode:

Mobile:  Home:

Email:

Emergency contact name:  Phone number:

**Student Details**

**Student one**

Name:

Date of birth:  Age:  Assessed level:

Medical conditions:

**Student two**

Name:

Date of birth:  Age:  Assessed level:

Medical conditions:

**Student three**

Name:

Date of birth:  Age:  Assessed level:

Medical conditions:

**Student four**

Name:

Date of birth:  Age:  Assessed level:

Medical conditions:

Please turn over and read the terms and conditions for the CBSwim School program.

Information and newsletters - I hereby give the Centre permission to send out information, updates and newsletters to the above email address and/or mobile phone number. Yes  No

I consent that photographs of my children may be used for promotional purposes by the City of Canterbury Bankstown. Yes  No

I  hereby consent to the terms and conditions of this agreement.

Signature:  Date:

## Learn to swim bookings and payments

- Minimum booking duration is 12 weeks.
- Lessons are run all year round, perpetually.
- At the time of booking you will be signed up for Direct Debit payments.
- Pro rata payments will be made at the time of enrolment for the upcoming lessons.
- Important CBSwim School dates will be communicated via email and Canterbury Bankstown Leisure & Aquatics Facebook page.
- Customers are required to provide a valid email address and mobile number at the time of enrolment. We request that all customers advise CBSwim School office staff of any changes to email addresses and mobile numbers as soon as possible as communication will be directed to this information.
- Customers are required to make CBSwim School aware of any medical condition's participants may have.
- Fees and charges are reviewed annually and are subject to change each financial year.
- Sibling discounts are available and applied upon booking. Valid only for children from the same immediate family. Changes to the family enrolments will affect the sibling discount.
- Up to two guardians per CBSwim School participant and non-swimming children 14 years and under will be permitted entry free of charge. Fees apply outside of scheduled lesson times.
- Additional spectators are required to pay the respective fees.
- Any child/ parent/ family member wishing to swim will be required to pay the respective fees.

## Supervision

- The Canterbury Bankstown Leisure and Aquatic Centres are partners of The Royal Lifesaving Society's Keep Watch Program.
- All children under the age of 15 years must be accompanied by a responsible adult over the age of 18 years at all times whilst within our venues.
- All children 5 years and under, including non-swimmers over the age of 5 years, must be within arm's reach of their parent or guardian at all times and be wearing a Keep Watch wristband (provided upon entry).
- Swim School Participant's parents/ guardians must remain within the Centre for the duration of their child's lessons and pre/post lesson swimming activity.
- Parents/Guardians have a duty of care for their children prior to, during and at the end of each lesson.
- Children seven years or older are not permitted to use the opposite gender's change rooms and toilets. Family change rooms are available.

## Instructors

- All instructors have:
  - Working with Children Check,
  - CPR training; and
  - Royal Life Saving, AUSTSWIM or Swim Australia

instructor qualifications.

- The CBSwim School Program aims to provide consistency with instructors. However, instructors' availabilities and circumstances may change and cannot be guaranteed.
- CBSwim Schools reserves the right to consolidate classes to ensure that the delivery of lessons can continue.

## Photography

- No photography of any kind is permitted within Canterbury- Bankstown Leisure and Aquatic Centres without prior permission from an authorised Council officer.
- Cameras, video cameras, mobile phones and any devices with photographic capabilities are not permitted within the Leisure and Aquatic Centres' change rooms under any circumstances.

## Membership cards

- Every student enrolled within CBSwim School will be issued with one FREE membership card. This card must be scanned upon entry for every lesson.

- Replacement cards will require a replacement fee (see our fees and charges structure for replacement costs at [cb.city/leisure](#)).
- Membership cards are updated automatically upon a renewed Swim School booking.
- Membership cards must be scanned and permit entry into the Centre 30 minutes prior to the start of a lesson.
- Failure to produce a valid membership card will result in entry fees being charged and may delay your entry to the Centre.
- Please report any lost or stolen cards to CBSwim School reception as soon as possible.

## Health and safety

- Please do not bring your child to swimming lessons if they are feeling unwell with any of the following symptoms including but not limited to: COVID-19 symptoms, fever, head cold, flu, vomiting, conjunctivitis, diarrhea, head lice, ring worm, chicken pox or any other form of illness that may be contagious or present risk to other customers.
- All CBSwim School participants are encouraged to wear a swim cap during their lesson to assist with health and hygiene.
- One FREE swim cap will be issued on your first enrolment. Additional swim caps are required to be purchased.
- All swimmers who are 3 years and under, or non-toilet trained, must wear a swim nappy including anyone suffering incontinence, during water activities.
- Council reserves the right to refuse entry into a lesson provided the participant is showing contagious symptoms or presents a risk to other customers and staff.
- Customers are strongly advised to not feed Swim School participants within 30 minutes of a lesson and should also encourage participants to use the bathroom before lessons.

## Cancellation policy

- Council requires two weeks' notice prior to your upcoming direct debit payment to cancel your booking. This needs to be completed on a swim school cancellation form which can be done on-line via the CBSwim School website.
- Should you miss two consecutive lessons without notice, your booking will be cancelled.
- Council reserves the right to consolidate classes at any time.
- CBSwim School do not facilitate make up lessons.
- In the event of an electrical storm, all facilities will be evacuated for public safety. A one lesson credit on your CBSwim School account will be provided.
- In the event of a faecal or vomit incident, NSW Health Public Pools and Spas Response Plans will be enacted. Affected participants will receive a one lesson credit on your CBSwim School account.

## Program hold

- CBSwim School bookings can be held for up to four weeks at two intervals throughout the calendar year.
- Each hold will cost \$15 to hold each booking.
- Hold's must be requested via the website and be made two weeks prior to your next direct debit payment.

## Refunds and credits

- A credit to your CBSwim School account will be provided under the following circumstances:
  - A pool closure due to pool contamination.
  - A pool closure due to an electrical storm
  - Provision of a valid medical certificate.
- Credits are only valid for six months, after which they expire and cannot be used.
- An application for a refund is only permitted upon cancelling your booking. Refunds will not be provided under any other circumstance.
- All applications for a refund must be submitted in writing to the CBSwim School site supervisor.