

# ARTEMIS AQUATICS

## LEARN TO SWIM PROGRAM | TERMS AND CONDITIONS

### WELCOME TO ARTEMIS AQUATICS LEARN TO SWIM

Welcome to Artemis Aquatics Learn to Swim program, where our goal is to inspire all children to love the water and be strong capable swimmers. We believe that aquatic safety and learning to swim is a vital life skill for all Australians.

Based in our world-class Artemis Centre in South Yarra, Artemis Aquatics Learn to Swim is open to the whole community for school aged children from 4 years to 18 years old. We offer term-based programs along with immersive holiday program experiences.

The following Terms and Conditions apply for the duration of your child's enrolment in the Artemis Aquatics Learn to Swim program.

#### 1. NEW ENROLMENTS

- Artemis Aquatics Learn to Swim Classes are open to the whole community for school aged children from 4 years to 18 years old.
- New families must complete an assessment. Please note:
  - + **Beginner Level 1 Water Discovery classes** (minimum age 4 years old) do not require assessments.
  - + **Level 2 to Level 6** will require assessments to determine the appropriate swimming level.
- After completing an assessment, families will be assigned their level to book a class via the online Customer Portal. Registration in the program is confirmed upon successful completion of direct debit payment details.

#### 2. CONTINUED ENROLMENT FOR THE NEXT TERM

- Artemis Aquatics Learn to Swim is a continuous program.
- Re-enrolment for the next term is not required.
- Term dates and closure periods will be communicated via email.
- If you do not wish to continue in the program the following term, please inform the Artemis Aquatics Team or Artemis Services Team as soon as possible. Please note, 2 weeks' advanced notice will need to be given.

#### 3. REQUEST FOR CLASS CHANGES

- You can move your enrolment to another available day / time via the Customer Portal at any point throughout the term.
- Class changes are only possible based on availability.

- Please contact Artemis Aquatics via phone or email if you would like a member of the team to action your class change.

#### 4. WAITLIST

- You will have control over your child's enrolment. As such, waitlists for current swimmers are not required.
- If your preferred class is full, you *can* request to waitlist for the class, however this will not guarantee first preference. You are able to move your enrolment to any available day / time as you please.
- Waitlists will be utilised by staff to pick up *potential* swaps in our daily operations, or to enrol new swimmers into the program.
- Waitlists do not carry over into the next term.
- Up to two classes can be waitlisted per child at any one time.
- Families will be contacted once a space becomes available however those already enrolled in the program are encouraged to take ownership over their own class changes.
- Once a child is ready to move up, the parent / guardian is responsible for selecting the new class time and day. The transition to the next level must occur by the beginning of the following term.

#### 5. FEES AND PAYMENT METHOD

- Initial payment for classes is due at the time of registration. This will be charged to your nominated payment method within 24-48 hours.
- Artemis Aquatics Learn to Swim operates on a fortnightly direct debit payment cycle. After your initial payment, you will fall onto the following Monday's direct debit cycle.
- To secure your place in the program, valid payment details must be attached to your account. Our online platform is fully Payment Card Industry data compliant.
- If a direct debit fails, a \$5.50 dishonour fee will be charged by our debit provider EziDebit. Please note this charge is not processed via the Artemis Centre and therefore cannot be waived. You will be notified if your payment details need to be updated.
- You will be notified by email of any outstanding amounts. This must be paid as soon as possible. Failure to settle an outstanding account may result in termination of enrolment. All accounts from the current term must be settled before commencing the following term.
- Payment can be processed:
  - + Via the online Customer Portal – Credit Card or Bank Account. Amex is not accepted.
  - + In person or over the phone – Credit Card or Bank Account. Amex is not accepted.

## 6. CANCELLATIONS AND ENROLMENT WITHDRAWAL

- Request to cancel or withdrawal from the program must be submitted to the Artemis Aquatics Team or Artemis Services Team by email.
- Artemis Aquatics Learn to Swim requires two weeks' advanced notice for all withdrawals.
- An email confirmation will be sent once the cancellation / withdrawal has been processed.
- Artemis Aquatics Learn to Swim reserves the right to cancel a swimmer's enrolment on the basis that the swimmer has consistently misbehaved, failed to comply with safety rules, has conducted themselves in a disruptive manner affecting peers and staff members, or if the swimmer's parent / guardian has breached the MGS Parent and Guardian Code of Conduct policy.

## 7. MISSED LESSONS / PLANNED ABSENCES

- If a swimmer is unable to attend a class due to illness or injury, a credit may be granted for the class missed if the parent or guardian emails Artemis Aquatics or Artemis Services Team prior to the scheduled class. A medical certificate or equivalent is required.
- Missed lessons for personal reasons cannot be substituted for credit or refunded.
- If a student is absent for a longer period due to illness or injury, they may be eligible for a credit for the missed lessons. A medical certificate or equivalent and intended return date must be emailed to Artemis Aquatics and Artemis Services Team.
- To ensure credits for all missed lessons is accurately tracked, this will be processed after the missed lesson occurs.
- If you have informed us of a planned absence, please do not attend this session unless you have re-confirmed via email to Artemis Aquatics or Artemis Services Team and have permission to attend.

## 8. MAKE-UP LESSONS

- Make-up lessons are only offered for due to the reasons outlined in section 7.
- Make-up lessons are temporarily discontinued for swimmers in Level 1 – 5 due to the overwhelming numbers of swimmers in these levels.
- If the swimmer is in a higher level (Level 6), parents / guardians are advised to email Artemis Aquatics to determine make-up lesson times based on availability.
- Make up lessons must be completed within the current term.
- Makeup lessons cannot be exchanged for refunds or credits towards next term fees.
- We do not currently offer credit or makeup classes for unadvised non-attendances.

## 9. CHECKING IN

- All visitors must check in on the Visitor Management System at the Artemis Centre Services Desk. Visitors are required to wear their sticker of identification for the duration of their visit. This is an important part of our child safety measures.

## 10. PUBLIC HOLIDAYS & SCHOOL HOLIDAYS

- Artemis Aquatics Learn to Swim is closed on Public Holidays and MGGS Term Breaks. Fees will not be charged for these days.
- Learn to Swim term classes may continue during MGGS School Holidays (for example, Saturday classes after the end of MGGS School Term.)
- Please check term dates on the Artemis Centre website.

## 11. CLASS CHANGES

- Artemis Aquatics reserves the right to make changes to the class schedules including teachers, students, times, and class ratios as appropriate.
- Artemis Aquatics aims to provide a consistent learning environment; however, changes may be necessary from time to time.

## 12. SWIMMING ATTIRE

- All swimmers are required to wear a one-piece swimsuit, swim cap and goggles.
- Swimmers are also encouraged to bring a water bottle and towel.
- Please refrain from two-piece swimwear.

## 13. PARENTAL SUPERVISION

- All children must be accompanied by a parent or guardian whilst in the Artemis Centre.
- Parents / guardians must constantly and actively provide supervision, maintaining a clear view of their child / children.
- Subject to prior approval, swimmers over the age of 10 and in Year 5 and above may be permitted to participate without a parent / guardian present. Parents / guardians must use their knowledge of an individual child's swimming ability and general development to determine the level of accompaniment required. Requests are to be emailed to Artemis Aquatics.

## 14. LOST PROPERTY

- All property left behind on pool deck or in the changerooms will be collected and taken to the Artemis Centre Services Desk.
- Owners of labelled items will be contacted, and every reasonable effort will be made to return the property to the rightful owner.
- If property is not collected by the end of term, MGGS branded items will be donated to the School Swap Shop. Other items will be donated to the local clothing bins.

## 15. PHOTOGRAPHY AND PUBLISHING

- Artemis Aquatics believes strongly in the privacy of our swimming participants, parents, and families whilst balancing those needs with a desire to showcase our programs and events, swimmers and their achievements to our community and beyond.
- Artemis Aquatics complies with Melbourne Girls Grammar School Photography and Publishing Policy.
- At the time of registration, parents / guardians are asked to give consent for their child to have their photo taken by a professional photographer engaged by MGGS. Images or video may be used for:
  - + Recording child participation in Learn to Swim classes, events, and activities.
  - + Celebrating student achievements.
  - + Marketing and promotional initiatives such as publication on the Artemis Centre website, MGGS and Artemis Programs social media platforms, digital marketing, campaigns, promotional print or electronic media, school or centre brochures, flyers, posters, and advertising material.
- While it is understood that parents / guardians may wish to have a photographic record of their child's participation in swimming lessons, there are safety issues related to who is taking the photos, for what purpose and how to protect the identity of other children who may not wish to have their photo taken or where we are required to protect their identity.
- To this end, we politely request parents / guardians not to take any photos or video recording on pool deck or in the changerooms on their personal devices.

## 16. FEE SCHEDULE AND PRICE CHANGES

- Any changes to the Fee Schedule or Class Fees will be published on our website and communicated prior to the commencement of the following term.

## 17. COMMUNICATION

- The Artemis Aquatics Team primarily use email as the main communication channel.
- Updating the Customer Portal or the School for MGGS student families, with your preferred email address ensures you receive important communications about swimming lessons and the Artemis Centre.
- So that our swim teachers and coaches can focus on teaching and looking after the swimmers in their care, we ask the following:
  - + Parents / guardians to refrain from approaching the swim teacher or coach to discuss the student until after the swimming lesson has concluded.
  - + Parents / guardians to direct questions to the Learn to Swim Coordinator or Supervisor on pool deck.

## 18. CHANGE OF DETAILS

- Parents / guardians are responsible for providing the most accurate contact and medical information.
- Updates are made via the Customer Portal or by emailing Artemis Services. MGGS Student families will need to update their details directly with the school. Please contact Student Services or Artemis Services for the online link that will allow you to make the required updates.

## 19. SPORT CODES OF BEHAVIOUR

For young people to enjoy sport it must be safe, fair, and friendly.

Positive and high standards of behaviour from all people involved in sport is vital to our experiences and opportunities as players, athletes, coaches, supporters, and administrators, and importantly to safeguard the integrity of the sport.

As such, Codes of Behaviour are in place at all levels of sport to uphold the principles of fairness, respect, responsibility, and safety. Melbourne Girls Grammar Sport Codes of Behaviour are intended to be positive documents for all relevant groups who play a vital role in upholding the values of fair play:

1. Coaches and support staff.
2. Parents and supporters.
3. Players / athletes / participants.

The Codes of Behaviour have been developed in reference to “Play by the Rules,” a unique collaboration between the Australian Sports Commission, Australian Human Rights Commission, all state and territory departments of sport and recreation, all state and territory anti-discrimination and human rights agencies, the Office of the Children's Guardian (NSW), the Australian New Zealand Sports Law Association (ANZSLA) and the Anti-Discrimination Board of NSW. These partners promote Play by the Rules through their networks, along with their own child safety, anti-discrimination, and inclusion programs.

The MGGS Sport Codes of Behaviour applies to all coaches and teachers, parents and supporters, officials and participants who represent MGGS and Artemis Programs, and requires them to:

- + Agree to abide by the Codes of Behaviour; and
- + Acknowledge that MGGS and Artemis Programs may take disciplinary action against them if there is a breach of the Codes.

For a full copy of the Codes of Behaviour, please ask at Artemis Centre Services Desk.

## 20. CHANGEROOM ACCESS

- Children aged 8 years old and above are not permitted in the changeroom of the opposite gender.
- All children under 8 years old must be supervised by a parent or guardian whilst in the changerooms.

## 21. POLICIES AND GUIDELINES

- Artemis Aquatics is bound to comply with all policies and guidelines of Melbourne Girls Grammar School.