



ARTEMIS AQUATICS

SWIMMING CLUB | TERMS AND CONDITIONS

1. NEW ENROLMENTS

1.1 The Artemis Aquatics Swimming Club ("the Club") is open to members of the community.

1.2 New families are required to complete an assessment prior to joining. The following conditions apply:

- Each squad has a defined minimum skill level. The Club reserves the right to place swimmers in the squad deemed appropriate for their age and ability, or to direct them to a Learn to Swim program if further skill development is required.
- All members must hold a current registration with Swimming Victoria. Members under the age of 18 must have a parent or guardian registered as a Dry Member, linked to the child's competitive membership. Memberships without an active linked parent or guardian will be cancelled.

1.3 Upon completion of the assessment, families will be allocated to the appropriate squad and directed to Artemis Services to finalise registration. Membership with the Club is confirmed only upon the successful completion of all registration requirements, including the submission of valid direct debit payment details.

2. CONTINUED ENROLMENT FOR THE NEXT TERM

2.1 Artemis Aquatics Swimming Club is a continuous program.

2.2 Re-enrolment for the next term is not required.

2.3 Term dates and closure periods will be communicated via email and the Stack Team App.

2.4 Your debits will continue year-round; these payments have been calculated distributing the annual squad fee across 26 payments per year.

2.5 If you do not wish to continue in the club, you will need to provide four weeks written notice to Artemis Aquatics or Artemis Services.

3. REQUEST FOR CLASS CHANGES

3.1 Within the Squad Framework, multiple sessions are available for each squad. Swimmers may attend as many sessions as they are able. While the Club provides recommendations regarding the optimal number of sessions, it is understood that attendance may vary. Any questions regarding attendance or scheduling should be discussed directly with the coach.

3.2 When a swimmer demonstrates the level of proficiency required for advancement, they will be invited or recommended by their coach to move to the next squad level.

4. WAITLIST / SQUAD PROGRESSION

- 4.1 Where no place is available in the assessed squad, new applicants may request to be placed on a general waitlist.
- 4.2 Waitlists are valid for the current term only and do not carry over into subsequent terms.
- 4.3 Families will be contacted by the Club when a position becomes available in the relevant squad.

5. FEES AND PAYMENT METHOD

- 5.1 Initial payment for classes is due at the time of registration. This will be charged to your nominated payment method within 24-48 hours.
- 5.2 The Artemis Aquatics Swimming Club operates on a fortnightly direct debit payment cycle. Following the initial payment, fees will be processed in accordance with the next scheduled Monday direct debit cycle.
- 5.3 To secure a place in the program, valid payment details must be provided and maintained on the member account. The Club's online payment platform is fully compliant with Payment Card Industry (PCI) data security standards.
- 5.4 If a direct debit transaction fails, a dishonour fee of \$5.50 will be charged by the Club's debit provider, EziDebit. This fee is applied by EziDebit and cannot be waived by the Club. Members will be notified if payment details require updating
- 5.5 Members will be notified by email of any outstanding amounts. Outstanding balances must be settled promptly. Failure to do so may result in suspension or termination of enrolment. All fees for the current term must be paid in full prior to the commencement of the following term.
- 5.6 Payments may be made in person or over the phone using a valid credit card or bank account. American Express is not accepted.

6. CANCELLATIONS AND ENROLMENT WITHDRAWAL

- 6.1 Request to cancel or withdrawal from the program must be submitted to Artemis Aquatics or Artemis Services by email.
- 6.2 Artemis Aquatics Swimming Club requires four weeks' advanced notice for all withdrawals.
- 6.3 An email confirmation will be sent once the cancellation / withdrawal has been processed.
- 6.4 The Artemis Aquatics Swimming Club reserves the right to cancel a swimmer's enrolment in the event that the swimmer:
 - Consistently misbehaves;
 - Fails to comply with safety rules; or
 - Engages in disruptive conduct that adversely affects peers or staff.
- Enrolment may also be cancelled where the swimmer's parent or guardian has breached the MGGS parent and guardian code of conduct policy.

7. MISSED TRAINING / PLANNED ABSENCES

7.1 If a swimmer is unable to attend training due to illness or injury for a period of more than two weeks, a credit may be granted for that time if the parent or guardian emails Artemis Aquatics or Artemis Services prior to or at the time of the scheduled absence. A medical certificate or equivalent is required.

7.2 Missed training for personal reasons cannot be substituted for credit or refunded.

8. CHECKING IN

8.1 All visitors are required to register on the Visitor Management System at the Artemis Centre Services Desk upon arrival. Visitors must wear their issued identification sticker for the duration of their visit. Compliance with this procedure is a mandatory component of the Club's child safety measures

9. PUBLIC HOLIDAYS & SCHOOL HOLIDAYS

9.1 The Artemis Aquatics Swimming Club is closed on public holidays. During school holidays, there may be squad breaks or altered swimming schedules. Any changes will be communicated to members via email and the Stack Team App.

10. TRAINING CHANGES

10.1 Artemis Aquatics Swimming Club reserves the right to make changes to the squad training schedule, including coaches, swimmers, session times, and group sizes, as deemed necessary by the Club.

10.2 While the Club aims to provide a consistent training environment, adjustments to the schedule or squad composition may occur from time to time to accommodate operational requirements or swimmer development needs.

11. SWIMMING ATTIRE

11.1 All swimmers are required to wear a one-piece swimsuit, swim cap and goggles.

11.2 Swimmers are also encouraged to bring a water bottle and towel.

11.3 Swimmers need to be in full club uniform with appropriate shoes for all dry land sessions.

11.4 Please refrain from two-piece swimwear.

12. PARENTAL SUPERVISION

12.1 Swimmers aged 10 years and over are not required to have parental supervision during squad sessions. Coaches are responsible for all swimmers in their squad for the duration of each session.

12.2 It is the responsibility of parents or guardians to ensure their child arrives at and is collected from each session on time. If a child will be travelling to or from training independently, the parent or guardian must inform the coach in advance.

12.3 Parents and guardians are welcome to observe training sessions from the designated spectator areas. To ensure a positive environment for all swimmers, we ask that spectators refrain from interfering with coaching, instruction, or swimmer activities during sessions.

13. LOST PROPERTY

- 13.1 All property left behind on pool deck or in the changerooms will be collected and placed in the basket on pool deck.
- 13.2 Owners of labelled items will be contacted, and every reasonable effort will be made to return the property to the rightful owner.
- 13.3 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 local clothing bins.

14. PHOTOGRAPHY AND PUBLISHING

- 14.1 Artemis Aquatics Swimming Club is committed to respecting the privacy of our swimmers, parents, and families, while also celebrating and showcasing our programs, events, and swimmer achievements to the broader community.
- 14.2 Artemis Aquatics complies with Melbourne Girls Grammar School Photography and Publishing Policy.
- 14.3 At the time of registration, parents or guardians are asked to provide consent for their child to be photographed or recorded by a professional photographer engaged by MGGS. Images or videos may be used for the following purposes:
- Analysis of swimming technique and swimmer development;
 - Highlighting swimmer participation and achievements during training and competitions;
 - Marketing and promotional initiatives, including but not limited to: publication on the Stack Team App, the Artemis Centre website, MGGS and Artemis Programs social media platforms, digital campaigns, and printed or electronic promotional materials such as brochures, flyers, posters, and advertisements.
- 14.4 While parents or guardians may wish to capture photographic or video records of their child's participation, the safety and privacy of all swimmers must be strictly observed. This includes protecting the identity of any swimmer who has not consented to being photographed or recorded. Accordingly, parents and guardians are prohibited from taking photos or videos on the pool deck or in changerooms using personal devices. Non-compliance with this requirement may result in removal from the facility or restriction of access to sessions.

15. FEE SCHEDULE AND PRICE CHANGES

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

16. COMMUNICATION

- 16.1 The Artemis Aquatics Swimming Club primarily uses email and the Stack Team App as its official channels of communication.
- 16.2 To ensure receipt of all important communications regarding swimming programs and the Artemis Centre, members must keep their Customer Portal details, or the School records for MGGS student families, up to date with a current and preferred email address.

16.3 To enable swim coaches and teachers to focus on instruction and the safety of swimmers, parents and guardians are asked to:

- Refrain from approaching coaches to discuss swimmers during sessions;
- Direct any questions or requests for meetings to the Head Coach or via email.

17. CHANGE OF DETAILS

17.1 Parents / guardians are responsible for providing the most accurate contact and medical information.

17.2 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.

18. CHANGEROOM ACCESS

18.1 Children aged 8 years old and above are not permitted in the changeroom of the opposite gender.

18.2 All children under 8 years old must be supervised by a parent or guardian whilst in the changerooms.

19. POLICIES AND GUIDELINES

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