



ARTEMIS AQUATICS

LEARN TO SWIM PROGRAM | TERMS AND CONDITIONS

1. NEW ENROLMENTS

1.1 Artemis Aquatics Learn to Swim Classes are open to the whole community for school aged children from 4 years to 18 years old.

1.2 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.

1.3 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

2.1 Artemis Aquatics Learn to Swim 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.

2.4 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

3.1 You can move your enrolment to another available day / time via the Customer Portal at any point throughout the term.

3.2 Class changes are only possible based on availability.

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

4. LEVEL PROGRESSION

4.1 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.

4.2 Those already enrolled in the program are encouraged to take ownership over their own class changes.

4.3 Owing to the complexity of this program, waitlist options are not supported.

5. FEES AND PAYMENT METHOD

5.1 To secure your place in the program payment details are due at the time of registration. Our online platform is fully Payment Card Industry data compliant.

5.2 Artemis Aquatics Learn to Swim operates on a fortnightly direct debit payment cycle.

5.3 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.

5.4 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.

5.5 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

6.1 Request to cancel or withdrawal from the program must be submitted to the Artemis Aquatics Team or Artemis Services Team by email.

6.2 Artemis Aquatics Learn to Swim requires two weeks' advanced notice for all withdrawals.

6.3 An email confirmation will be sent once the cancellation / withdrawal has been processed.

6.4 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, unexplained non-attendance of 6 or more classes or if the swimmer's parent / guardian has breached the MGGS Parent and Guardian Code of Conduct policy.

7. MISSED LESSONS / PLANNED ABSENCES

7.1 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.

7.2 A maximum of two credits per term may be granted for classes missed due to personal reasons, including school events, family circumstances, or social engagements.

7.3 To ensure accurate tracking of credits for all missed lessons, processing will occur only after the lesson has been missed.

7.4 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

- 8.1 Make-up lessons are unavailable for swimmers in Level 1 – 3.
- 8.2 Parents or guardians of swimmers in Levels 4–6 are required to contact Artemis Aquatics via email prior to the missed lesson to arrange make-up sessions, subject to availability. These sessions must be used as scheduled and cannot be carried over.
- 8.3 Makeup lessons cannot be exchanged for refunds or credits towards next term fees.
- 8.4 We do not offer credit or makeup classes for unadvised non-attendances.

9. CHECKING IN

- 9.1 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

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

11. CLASS CHANGES

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

12. SWIMMING ATTIRE

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

13. PARENTAL SUPERVISION

- 13.1 All children must be accompanied by a parent or guardian whilst in the Artemis Centre.
- 13.2 Parents / guardians must constantly and actively provide supervision, maintaining a clear view of their child / children.
- 13.3 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

- 14.1 All property left behind on pool deck or in the changerooms will be collected and taken to the Artemis Centre Services Desk.
- 14.2 Owners of labelled items will be contacted, and every reasonable effort will be made to return the property to the rightful owner.
- 14.3 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 the local clothing bins.

15. PHOTOGRAPHY AND PUBLISHING

- 15.1 Artemis Aquatics 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.
- 15.2 Artemis Aquatics complies with Melbourne Girls Grammar School Photography and Publishing Policy.
- 15.3 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.
- 15.4 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.

16. FEE SCHEDULE AND PRICE CHANGES

- 16.1 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

- 17.1 The Artemis Aquatics Team primarily use email as the main communication channel.
- 17.2 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.
- 17.3 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

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

18.2 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.

19 CHANGEROOM ACCESS

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

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

20 POLICIES AND GUIDELINES

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

