



LESSON POLICY

1. Parties

The party who purchases a booking of one or more Learn to Swim lessons at Little Dippers ("the Customer") for him/herself or him/her child ("the Student") agrees to the Lesson Policy of Little Dippers.

2. Booking Process

No later than 7 days prior to the start of a new term, the program for the new term will be finalised by Little Dippers, to ensure that each Student is placed in a session that fits their age as well as ability.

Lessons will be automatically rolled over each term to ensure continuity. No later than 14 days prior to the end of the term, the Customer should advise Little Dippers if he/she does not wish to enrol for the following term.

Confirmation of enrolment including scheduled day and time are sent via email, to the Student or the caregiver of the Student.

Little Dippers redeems the right to make changes after confirmation, in terms of time, day and teacher, however, will endeavour to make changes suitable for the Student in terms of day and time allocated.

3. Fee Payment

The Customer is required to make their fee payment no later than 7 days prior to the start of their swimming session. Little Dippers is unable to hold spaces without payment. Payment includes all fees and charges plus GST as applicable.

Payment methods accepted are EFTPOS, Cash, or online payments.

If a balance is outstanding for more than four weeks, Little Dippers has the right to notify any credit reporting or referencing agency, and to pass the Customer's debt for collection to a third-party agency.

4. Attend Session

Upon entering the Swim Facility, the Student should sign in at Little Dippers Reception or with his or her swimming teacher at the commencement of the class. The Student should arrive 5 minutes prior to the session start time.



Before entering the pool, the Student should go to the toilet and wash his/her hands with soap. Outdoor shoes should also be removed before entering the pool area.

Glass is not permitted anywhere. Alcohol, smoking, or weapons are strictly prohibited.

A Student under the age of five should be accompanied by a caregiver, who also attends the lesson in the pool when needed.

The Student should wear proper swim attire, which includes a swim cap and togs that are specifically designed for swimming. The most appropriate swimwear for students under the age of 3 is any type of togs or pants that have a tight band around the legs. Goggles are optional, but if used these should be fitted properly. A dry towel should be taken to the lesson.

Students under the age of 3 years old are required to wear swim nappies. Little Dippers recommend “Huggies Little Swimmers”, which are nappies designed specifically for use in the water. No ordinary nappies are to be worn in the pool. The Customer should use the provided baby changing tables and put disposable nappies in the bin.

5. Cancellation Policy

If the Customer cancels one or more enrolled swimming sessions no later than 7 days prior to the start of their session, a full refund will be given. An administration fee of \$25 however will be charged.

If the Customer cancels one or more swimming sessions later than 7 days prior to the start of their session, no refund will be given, and the Customer will be charged for the already enrolled swimming sessions.

Little Dippers reserves the right to cancel a swimming session of the Student, if Little Dippers considers it may cause health and safety issues to the Student, or the teacher is not able to teach due to unforeseen circumstances, when no suitable substitute teacher can be found. In these events, Little Dippers will provide a Make Up Lesson to the Student as soon as possible.

6. Make Up Lesson

The Customer may request Little Dippers to provide a Make Up Lesson to the Student, for sickness only. No shows or failure to notify Little Dippers within 24 hours is considered a forfeited lesson.

A Make Up Lesson request should be received within 24 hours, via phone, in person or the Little Dippers Portal. A maximum of 2 Make Up Lessons per term will be provided to the Student. A medical certificate of sickness may be requested by Little Dippers. Missed private lessons may be made up in a group class.

Little Dippers offers a Make Up Lesson to Students in cases where Little Dippers have cancelled the lesson, outlined in article 5 of this policy. This must be used within 4 weeks after notification of the Make Up Lesson.



7. Safety on Site

The Customer agrees to notify Little Dippers of all health and medical issues of the Student. Questions by Little Dippers regarding issues of the Student should be answered fully, accurately, and specifically.

The Student is not allowed to enter and use the Facility if the Student suffers from any injury or illness that may cause additional injury, exacerbate the Student's condition, or pose a health risk to the staff and others at the Facility.

Little Dippers reserves the right to require the Student to leave the Facility, if the Student carries out an activity that is considered dangerous, offensive, or in breach of any health and safety requirements.

8. Liability Policy

In the event of any physical injury of Student, or loss of, or damage to Student's article(s) at Little Dippers, Little Dippers is not deemed liable. To the extent that Little Dippers however is liable to the Customer for any reason laid out, its liability is limited to a maximum amount equal to the value of fees payable by the Customer in any 12-month period.

The Customer is liable for any malicious damage caused by the Student to equipment or property of Little Dippers.

9. Privacy Policy

Personal information of the Customer and Student is collected by Little Dippers, on grounds that the information is necessary to provide optimal swimming experiences.

Little Dippers uses all reasonable measures to adequately protect the personal information. Without the permission of the Customer, information will not be shared with any third party if this is not part of the service delivery.