



mairangi
SWIMschool
since 1984

TERMS OF SERVICE

Mairangi Swim School aims to teach each child to swim competently.

- Parental Supervision:

The safety of everyone attending Mairangi Swim School is our primary concern. It is not always possible for the instructors to supervise all children at all times, particularly during "playtime" after the lessons. We ask that you supervise your children at all times while on our premises. It would help us if you ensure that teaching aids used by your child e.g. floaties, boards and those played with by waiting children are not left on walkways or steps. The best place is on the pool surround where the teachers can re-use them.

- Payment Terms:

Fees payable 1st week of the month, 1 month in advance by eftpos, cash, cheque or credit card. Fees are non-refundable.

Upon leaving our programme any outstanding payments will incur a late fee charge of \$5.00 if an account is sent to you. If the amount outstanding has not been paid within 14 days the account will be passed to a debt collection agency and you will be liable for any fees charged by the collection agency. Please note that our months are NOT calendar months. We arrange our months into even weeks so that everyone is charged the same amount for each month eg. Most months are 4 weeks long and some are 5 weeks long. The configuration of months is displayed on the large calendar in our office.

- Make Up Lessons:

If a lesson is missed and the Swim School has been notified prior to the lesson time a 'make up' lesson can be arranged at a time other than the normal lesson time. If the Swim School is not notified prior to the normal lesson time no 'make up' will apply.

'Make ups' must be taken within 3 months of the missed lesson.

If a 'make up' is arranged and you are unable to or forget to attend it, you will lose the 'make up'.

All 'make ups' must be taken prior to leaving the program.

- Public Holidays:

The Swim School is closed on the actual Public holiday
i.e. Labour weekend – we are open on the Saturday and Sunday, closed on Monday Labour Day.

There is no charge for the Public Holiday.

- School Holidays:

The Swim School is open during the school holidays (except for 4 weeks annual maintenance in December and January). It is a great time to catch up with make-ups. Inter-term School Holidays: If you are going on holiday (during the school holidays that divide school terms) and notify the Swim School prior to the lesson day, there will be no charge for that lesson. If we are not notified you will be charged for the lesson. End of Year School Holidays (December-January): If you wish to retain your place in the class for January you must attend the lessons and pay in advance. If you wish to take a holiday outside our annual break and notify the Swim School prior to the lesson day a 'make up' will be available.

- General:

We have 'Call Minder' so messages can be left at any hour. Don't forget to tell us your child's name, lesson day and time.

If your child is absent for 2 consecutive classes and we have had no contact from you, there is a risk that you will lose your place.

Occasionally we have equipment breakdowns or some other unplanned event, which necessitates cancellation of classes. Under these circumstances you will automatically get a credit.

We require at least 1 weeks notice prior to finishing our program.