

Dubbo Region Aquatic Leisure Centres

TERMS AND CONDITIONS - LEARN TO SWIM

Users must read all the information attached prior to confirming their class reservation. Any questions should be directed to learntoswim@dubbo.nsw.gov.au

1. BOOKINGS

- 1.1. Bookings will only be open during specific windows, with Re-enrolments given first preference.
- 1.2. New enrolments will not be taken before the specified date and time and due to the high workload of processing enrolments, you may not receive a reply if you attempt to book prior to this time.
- 1.3. New enrolments will only be released if there are spaces available after Re-enrolments close.
- 1.4. Bookings are to be made via the Pool Portal at www.dubbo.nsw.gov.au/aquatic
- 1.5. You will need a Pool Portal account and it is recommended you create this account prior to the booking window to avoid delays.
- 1.6. If choosing to book using a Service NSW Voucher (Active Kids or First Lap):
 - 1.6.1. You will be given 24 hours from the time of booking to submit your voucher codes to learntoswim@dubbo.nsw.gov.au
 - 1.6.2. If the above condition is not met, you will be liable for the full cost of the course (which must be paid in full at Reception prior to the first lesson) OR your child's booking will be cancelled and the place given to next on the waiting list
 - 1.6.3. Refund of the difference will not be issued if your child's booking is cancelled.

2. TERMS AND CONDITIONS

- 2.1. Learn to Swim lessons include admission for the student and one non-swimming responsible guardian only.
- 2.2. Additional parents/guardians and siblings attending with their child will need to pay normal admission costs if they plan to swim, or \$2.00 per person if spectating. Children aged 2 and under are free.
- 2.3. It is condition of entry that you must obey all signs and directions of Dubbo Regional Council (DRC) and its staff, and the terms and conditions of facility entry including abiding by the Royal Life Saving KEEP WATCH policy that is implemented at our facilities.
- 2.4. Parents must stay in the facility for the duration of each lesson and are encouraged to actively engage and encourage their child from the pool deck.
- 2.5. It is the parent/guardians responsibility to enrol their child/children each term, this will not be done automatically.
- 2.6. Enrolments will not be confirmed without payment in full. Active Kids vouchers can be redeemed (up to \$100 per child) towards the cost of lessons. A valid Active Kids voucher number must be supplied as part of this application process.
- 2.7. Students will not progress to the next level until recommended by their instructor.
- 2.8. Requests for a specific instructor will be considered but will not be guaranteed.
- 2.9. Instructors reserve the right to remove a disruptive or misbehaving child/children from a lesson or sit them on the side of the pool at any given time if required. Refunds will not be granted for this.
- 2.10. DRC reserve the right to combine any classes of a similar level that does not meet the minimum participant's occupancy.
- 2.11. To respect the privacy of all visitors, any camera or video recording equipment is not to be used in the Centre without the prior approval of the Centre manager, this includes the change rooms.

3. CANCELLATIONS

- 3.1. If cancelling an enrolment, a refund will only be issued if all of the below conditions are met:
 - 3.1.1. Cancellation occurs **no later than 7 days prior to the first lesson**
 - 3.1.2. Notification of cancellation and refund request is submitted in writing to learntoswim@dubbo.nsw.gov.au
 - 3.1.3. Payment did not include an Active Kids or First Lap voucher
- 3.2. DRC does not offer credits or make-up lessons. In the event of a missed lesson due to medical illness, a medical certificate will need be supplied to the coordinator and a refund will be issued for that lesson only. Refunds will not be issued if:
 - 3.2.1. An Active Kids or First Lap voucher has been used for payment
 - 3.2.2. A participant is absent from the lesson without a medical certificate

3.3. DRC reserves the right to cancel lessons. Every effort will be made to give reasonable notice to those affected and a refund will be granted. Refunds cannot be issued if an Active Kids voucher has been used for payment.

4. SUPERVISION

As a minimum Dubbo Regional Council shall have a lifeguard on duty to provide general supervision. However this lifeguard cannot be responsible for providing water safety to all participants at all times. It is the hirer's responsibility to provide additional water safety to ensure the health and safety of their participants. This includes providing ACTIVE SUPERVISION

Active supervision is defined as consisting of four key elements:

- Be Prepared – parents/carers should ensure they have everything they need before getting into the water such as towels and dry clothes
- Be Close – parents/carers of children 0-5 years or non-swimmers should always be within arms' reach of their child
- All Of Your Attention – parents/carers should focus all of their attention on their child and get into the pool and talk and play with them
- All Of The Time – parents/carers should never leave their child alone in the water, nor should they be left in the care of an older child or the Lifeguard at the public pool

5. HYGIENE

5.1. Your child should not enter the pool if they have had diarrhoea in the past two weeks

5.2. Close fitting swimming costumes must be worn at all times

5.3. Use the toilet and the shower (using soap) prior to entering the pool

5.4. Avoid swallowing or putting pool water in your mouth

5.5. Non-toilet trained infants –

- Must wear aqua-nappies (disposable or re-usable) with close fitting swimmers over the top
- Under no circumstances are regular nappies to be worn while swimming
- Should be taken to the toilet frequently
- Nappies are to be changed in the change rooms and not at the poolside
- The child should be showered properly after changing and the carer should wash their hands immediately afterwards
- Soiled nappies are to be disposed of in the bins provided.