



SWIM SCHOOL ENROLMENT FORM

Swimmers Personal Details

Swimmer 1: First Name: M/F D.O.B: /..... /.....
 Surname:

Swimmer 2: First Name: M/F D.O.B: /..... /.....
 Surname:

Swimmer 3: First Name: M/F D.O.B: /..... /.....
 Surname:

Swimmer 4: First Name: M/F D.O.B: /..... /.....
 Surname:

Contact Details:

Parent Name(1): Parent Name(2):

Phone (Home): Phone (Home):

Phone (Mobile): Phone (Mobile):

Phone (Work): Phone (Work):.....

**Please provide at least two contact numbers*

Address: Suburb:

Post Code: Email:

Swimmers Medical History (Both Children & Parents are required for nursery classes)

Does the swimmer/parent have any medical condition that may effect their participation? (Please circle):YES NO

If yes, please specify:

Preferred lesson Day TERM 1 2018

First preference:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Second preference:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Privacy Statement

The personal information contained in this document is collected to provide contact information for organisations or individuals, wishing to enrol into learn to swim lessons. Information such as medical details are required to assist in accommodating the individuals needs and abilities. This information may be disclosed to other areas of Yarra Swim School or third parties should contact the necessary regarding an issue with the booking, and in accordance with the Information Privacy Act.

CURRENT CLASS INFO- YSS STAFF USE ONLY

Swimmer 1	LEVEL:.....	DAY:.....	TIME:.....	TEACHER:.....
Swimmer 2	LEVEL:.....	DAY:.....	TIME:.....	TEACHER:.....
Swimmer 3	LEVEL:.....	DAY:.....	TIME:.....	TEACHER:.....
Swimmer 4	LEVEL:.....	DAY:.....	TIME:.....	TEACHER:.....

OFFICE USE ONLY

Details Entered on System: Payment Made: Receipt Issued: YSS Card Issued:

Responsible Person #

Student #

Enrolment Form Processed by: Date:

Enrolment Terms and Conditions

1. New Enrolments for term swimming

An enrolment form is to be completed including a signature to acknowledge terms and conditions. All new enrolments must be completed either in person or scanned copy emailed to enquiry@yarraswimschool.com.au. Places are only secured once full payment has been received. We do not hold places. We do not offer trials.

2. Re-enrolling for the next term

Term 1 – All families will be required to complete an enrolment to ensure that family details are up-to-date. Families will be offered suitable classes prior to 11th of December 2017 and will be required to pay a deposit of \$50 before the 21st December 2017 for each child in order to secure the booking. The remaining fees will be required to be paid prior to the 19th of January 2018.

Term 2, 3 and 4 - Existing YARRA Swim School (YSS) students are automatically enrolled.

You will be issued with an invoice, two weeks prior to the end of the current term that will indicate the new terms lesson day, times and fees. Payment for the following term will be due by the last day of the current term.

If payment is not received by the due date, your booking is forfeited.

If you do not wish to re-enrol, we kindly ask that you notify the office ASAP.

3. Non Transferable

Memberships and lessons are non-transferable to other people and cannot be converted to other products or services

4. Request for lesson changes

Following re-enrolment process a week is set aside to process requests for change. While every effort is made to accommodate requests for change, it is dependent on the availability of vacancies and no guarantee can be given to accommodate requests.

5. Fees & Payment method

Term fees are payable in full before the commencement of term

Payment may be made by the following methods:

- Cash, credit card (Bankcard, Visa, MasterCard), EFTPOS, or cheques.
- Phone payments can be made via credit card by calling the office on 9434 4516 during business hours.
- All cheques must be made payable to Yarra Swim School and received at the office by the closing date for payment - Cheques should be sent to PO Box 388, Greensborough Vic 3088

6. Failed Payments

If the bank rejects a transaction an alternative payment must be made. Failed payments remain due and payable. Any costs incurred by the YSS in the processing of your fees will be passed on to you. A \$25.00 fee will apply.

7. Discounts

A 10% discount is applied on the term fee of the third child for all swimming families.

8. Cancellations

This contract of membership can be voided if written notification is provided no later than seven working days prior to the commencement of the YSS term. Cancellation received after seven working days but prior to the commencement of the YSS swimming term will receive a refund less a \$20 administration fee.

All terms and conditions of membership are binding once the YSS term commences.

9. Credit Policy (medical certificate only)

Yarra Swim School does not offer refunds. If your child is unwell for three or more consecutive lessons, provide a dated medical certificate to Yarra Swim School reception to be considered for a credit. Credits will only be considered if you have notified the swim school of your student's absence prior to their lessons.

10. Missed Lessons

Compensation for missed lessons or make up lessons is not applicable as a child's spot in a class is reserved solely for her/him during the term regardless of attendance. Students who are unable to attend lessons due to illness can organise up to two (2) make up classes for all other levels per term. Make up lessons can only be provided if spaces become available within the same term and they will expire and become a forfeit at the end of each term. We endeavour to cater to the needs of make ups, but as there can be no guarantee of spots becoming available for everyone, we strongly advise all students to attend all their allocated classes as losses will be borne solely by the absentee.

In addition, the following conditions apply:

The YSS office must be notified of non-attendance call on 9434 4516 before:

- Morning classes: notification must be received by 8:30am
- Afternoon classes: notification must be received by 1:30pm

If necessary, please leave messages on the answering machine

- No Makeup classes will be allocated within the first week of the term.
- No Make-up lessons are given for non-attendances in the last week of term.
- Make-up lessons cannot be transferred to the next term.

11. Yarra Swim School Membership cards

Membership cards **MUST** be presented to customer service. Clients without a card may collect one from the customer service counter.

12. Public Holidays/School Holidays

Classes do not run on public holidays or term school holidays and do not form part of your account.

13. Swimming Attire

All students who are not fully toilet trained must wear correct aqua nappies whilst in the pool during and after lessons.

14. Teachers & Time Changes

The swim school reserves the right to cancel or change classes and instructors or move students if the need arises. Although we strive to maintain a consistency with instructors this is not always possible.

15. Parental Supervision

It is the condition of entry that ALL children under the age of 10 must be accompanied by a parent or guardian whilst at the centre. Children will not be accepted into lessons if a parent or guardian is absent. Children must be collected by the parent or guardian over the age of sixteen (16) at the conclusion of every lesson.

All school age children are required to use the appropriate change rooms. Parents needing to provide supervised care may use the disabled change facilities.

16. Photographic & Video Images

Photographs or video footage is not allowed to be taken of a child or children whilst they are in the centre. Parents and relatives wishing to take images of their child/ren during class **MUST** complete a consent form available at reception.

17. Acknowledgment

I acknowledge I have read and fully understand all the terms and conditions of the Yarra Swim School (YSS) as set out above.

I am the parent or legal guardian of the enrolled child/ren and have the authority to enrol the students name on this invoice.

By enrolling and having my child/ren marked present in lessons without first having made the required payment of term(s) invoice, I acknowledge the acceptance of all the terms and conditions listed above. I further acknowledge that I am responsible for all unpaid and outstanding fees and will become liable for all legal costs incurred by YSS to recoup all unpaid fees in the event of my failure to meet my contractual obligations.

Print Name: _____

Signed: _____

Date: ____/____/____