

## Enrolment and Participation Terms & Conditions

- 1. Notice by Email.** Any changes to Terms & Conditions will be advised in writing by email.
- 2. Initial Payment.** Initial payment must be made in full at the time of booking by credit/debit card (Visa & Mastercard only), Eftpos or cash at the venue. A pro rata amount will be charged for the first month.
- 3. Participation.** Participation in the program is subject to full payment being received in advance, by Direct Debit. Members who have not provided full payment in advance will not be guaranteed a position in the program and their enrolment may be cancelled.
- 4. Privacy Policy.** Ezyswim is bound by the Privacy Act. For details of Ezyswim's Privacy Policy, please visit our website at [www.ezyswim.com.au](http://www.ezyswim.com.au)
- 5. Departure.** An enrolment may be cancelled after the minimum subscription of one month by completing a departure request form via the Customer Portal. To be cancelled the following month notice must be received by the 25th day of the current month. Departure requests received after the 25th day of the current month will not take effect until the month after.
- 6. Session Transfers.** Any session transfer request (i.e. change of day or time) is subject to availability.
- 7. Make-ups.** Customers are issued 8 make-ups per calendar year.
  - Make-ups must be administered by customers via the online Customer Portal.
  - Customer must notify absence online to receive a make-up.
  - Customers can notify absence up to 8 weeks in advance anytime within one hour of their lesson.
  - Make-ups are only available to be booked a maximum of 8 weeks after the class date has passed.
  - Each customer is allocated 8 make-ups per calendar year.
  - Make-ups can be booked up to 7 days in advance only.
  - Medical certificates are not required.
  - No extensions will be granted for unused make-ups.
  - If you do not attend your scheduled lesson (and notify absence as outlined above), you will forfeit your lesson entirely.
  - Make-ups cannot be rescheduled.
  - Extended medical absences will be reviewed by Management on a case-by-case basis.
- 8. Class Timetable.** Every effort will be made to adhere to the timetable but Ezyswim reserves the right to change, consolidate or alter sessions as necessary.
- 9. Change of Details.** Customers are responsible for updating and maintaining their own details via the Customer Portal. Ezyswim will not be held responsible for out of date contact or debit details.
- 10. Returned Automatic Payments.** If any amount payable for your enrolment is not paid on the due date, for example due to insufficient funds or incorrect details, a second attempt to process payment will automatically occur 4 days later. If payment is still unsuccessful, participation in the program may be suspended. An administration fee of \$12.00 will apply for each returned payment.
- 11. Alternate Payment.** At Venues where alternate payment is accepted **with conditions and additional fees**, members are required to pay the monthly enrolment fees in advance between the 1st and 7th day of the month and prior to your first lesson. If full payment is not received by this time your position in the program will be open to our waitlist customers.
- 12. No Refunds.** All payments are non-refundable and enrolments are non-transferable.
- 13. Use of the Venue.** Children must not be left at the Venue without active parent or guardian supervision. Use of the Venue is subject to the Terms and Conditions of Entry, Pool Rules and Swimming Hygiene Requirements. Ezyswim reserves the right to refuse participation to any person, including members, and has the right to cancel your enrolment without warning or notice due to any breach of these terms and conditions, or for any other reason management may decide such as equipment damage or health and safety risks.
- 14. Swimming Caps.** Caps are compulsory for Learn-to-Swim & Squad sessions. Ezyswim caps can be purchased at a discounted price for members.

## Prices (SWIM FEES ARE PAYABLE BY AUTOMATIC PAYMENT)

As at 1 July 2018. Payable 5th business day of the month by Automatic Payment.

Depending on the content level of personal aquatic survival skills, certain programs are GST free.

### Program Level

Infant Aquatics.....	\$20.00 (per session)
Preschool.....	\$20.00 (per session)
School Age.....	\$20.00 (per session)
Mini-Squad.....	\$20.00 (per session)
Adult.....	\$20.00 (per session)
Personal Session (one-on-one).....	\$46.00 (per session)
Personal Session (two-on-one).....	\$69.00 (per session)

### Express Program

5 days.....	\$100.00
4 days.....	\$80.00

### Administration Fees

Returned Payment Fee.....	\$12.00 per payment
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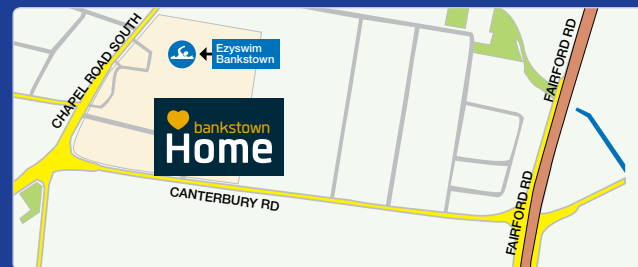
### Family Discount

Families with 3 or more participants in the program receive a 30% discount for the 3rd or subsequent family member. Discount applied to the course with the lowest cost.

### Regular User Discount

Receive a 30% discount for more than 1 session per week in our Learn-to-Swim program. Discount applied to the course with the lowest cost.

Your Ezyswim Contact is:



### Bankstown

Shop 14A Home Bankstown,  
9-49 Chapel Road South, Bankstown NSW 2200  
(Just along from Toys R Us)

1300 11 SWIM (7946)

support@ezyswim.com.au | Fax: 9976 3711

 **ezyswim**

*Swimming, a skill for life.*

# Bankstown Swimming Programs

year round swimming

OPEN 7 DAYS

1300 11 7946

[www.ezyswim.com.au](http://www.ezyswim.com.au)



## Our Venue

Our modern indoor pool is heated to 32 degrees and sanitised with a state of the art Ozone and UV disinfection system. Our facilities are fully accessible and we have private change rooms for the convenience of our members. We are open year round, 7 days a week, with the exception of public holidays.

## Ezyswim Program

Our program is based on year round swimming with lessons continuing through school holidays, with the exception of a 2 week break over the Christmas and New Year period. To ease administration and for the benefit of our customers, program fees are payable automatically by direct debit (either bank account or credit/debit card). All children with previous swimming experience must be assessed prior to enrolling in our program. Please contact us to arrange your complimentary assessment.

## Your Instructors & Coaches

Our swim program instructors are all accredited with AUSTSWIM/ASCTA and have been screened according to legislative requirements. The team of instructors are professionally qualified and have been selected based on a combination of their technical knowledge, coaching skills and ability to communicate and build rapport. Our instructors have a caring and empathetic approach to teaching to ensure all participants feel comfortable and confident at all times.

## Ezyswim Support Office Hours

Monday to Friday 9.00am – 5.00pm, and 8.00am – 4.00pm on weekends.

**1300 11 SWIM (7946)**

**support@ezyswim.com.au**

Our Support Office can be contacted for all your Ezyswim enquiries, alternatively, you can visit [www.ezyswim.com.au](http://www.ezyswim.com.au).

## Swim Programs

### INFANT AQUATICS

**B1's** – (parent & baby) Infants aged 6–15 months are introduced to water in a happy and positive manner. Plenty of songs, colour and repetitive activity to stimulate both baby & parent! Introduction of water skills. This is a water familiarisation class. Class duration 30 minutes. 8 per group.

**B2's** – (parent & toddler) Toddlers aged 16–24 months are developing their water confidence and paddling skills with the comfort of a parent by their side. Further development of water safety skills. Class duration 30 minutes. 8 per group.

**B3's** – (parent & toddler) Toddlers aged 25–29 months. Continuation of developing water confidence and building paddling skills, floating and basic breath control in preparation for independent swimming. Consolidation of personal water safety skills. Class duration 30 minutes. 8 per group.

### LEARN-TO-SWIM & AQUATIC SAFETY

#### Preschool:

**Starfish** – Toddlers aged 30–35 months. Activities include basic breath control, floating, propulsion and submersion. Focus on basic survival skills. Class duration 30 minutes. 4 per group.

**Tadpoles** – Class is aimed at building the water confidence and safety skills of beginners from 3 years of age. Activities include basic breath control, floating, propulsion, paddling and submersion. Focus on basic survival skills. Class duration 30 minutes. 4 per group.

**Frogs** – More confident Preschoolers are taught to float, propel and submerge independently with the introduction of freestyle arms and legs. Focus on safety in deep and shallow water. Class duration 30 minutes. 4 per group.

**Penguins** – Continuation of basic freestyle techniques and introduction of backstroke with development of streamline body position. Focus on deep water safety. Class duration 30 minutes. 4 per group.

#### School Age:

**Water Safety Certificate** – Beginners are introduced to floating, propulsion and submersion. Focus is on basic water safety and survival skills. Class duration 30 minutes. 4 per group.

**Seahorses** – Continues to develop floating, propulsion and submersion skills with the introduction of basic freestyle and back kicking. Class duration 30 minutes. 5 per group.

**Platypus'** – Continuation of freestyle with bi-lateral breathing and backstroke instruction whilst instilling deep water confidence. Focus on deep and shallow water safety. Class duration 30 minutes. 5 per group.

**Seals** – Further development of bi-lateral breathing freestyle and backstroke. Introduction of breaststroke and diving. Focus on deep water safety and survival swimming. Class duration 30 minutes. 6 per group.

**Dolphins** – Butterfly is introduced whilst maintaining focus on all other strokes and diving. Preparation for Mini-Squad. Focus on advanced water safety techniques. Class duration 30 minutes. 6 per group.

### MINI-SQUAD & AQUATIC SAFETY

**Marlins** – Emphasis on stroke development as children familiarise themselves with squad sessions. Introduction to turns and drills. Focus on personal safety in all aquatic environments. Class duration 45 minutes. 10 per group.

**Sharks** – Refinement of technique and gradual endurance building. Starts, turns and finishes. Focus on personal safety and rescues in all aquatic environments. Class duration 45 minutes. 10 per group.



### PERSONAL SESSIONS

(All ages) Individualised sessions for those requiring more personalised attention. Structured as one-on-one or two-on-one, these sessions can be tailored to suit personal needs. All abilities are catered for and personal aquatic survival skills are introduced at every level of tuition. Varying times available. Bookings essential.

### ACCESS AND INCLUSION SESSIONS

Our team is qualified to deliver programs that meet the needs of a diverse range of customers within the aquatic environment. We cater for individual needs regardless of ability, chronic condition, age or cultural and linguistic diverse backgrounds. Bookings essential.

### HOLIDAY EXPRESS PROGRAMS

In conjunction with our yearly programs, Ezyswim conducts Holiday Express Programs during the school holidays. These programs are a great way to boost your child's swimming ability and confidence.

## Adult Programs

Whether it is learning to swim, stroke improvement or personal sessions, programs are available to ensure your requirements are met.

**Learn-to-Swim** – For adult beginner & intermediate.

**Personal Sessions** – Individualised sessions for those requiring more personalised attention. Structured as one-on-one or two-on-one, these sessions can be tailored to suit personal needs.

**Women's Only Sessions** – Sessions designed for female adult beginners & intermediates held in a safe and private setting. Both group lessons and personal sessions available. Bookings essential.

*Participation in Adult Programs is done at your own risk.*

*Pregnant women must obtain medical clearance from their doctor.*

