

Rangitoto Swim School Policy and Full Terms and Conditions

Foreword: Guidance to Parents

This guidance tells you about the rules of "Rangitoto Swim School" (R.S.S) as required by its insurance companies, National Governing Bodies and recognised good practice.

We follow current good practice and take advice from recognised governing bodies such as Swimming New Zealand, the NZSTACA) LIFE SAVING NZ and Water Safety NZ Ltd.

If you have any queries about this guidance, please ask any member of staff.

If there are any changes to this guidance during the course of a term, we will try to let you know.

Swim School Lessons:

Our swim school lessons do not exceed recommended guidelines on staff-participant ratios. In all cases the ratio will not exceed 10:1 in our baby/toddler classes and 5:1 for Preschool and after school groups. We keep group class enrolments to a max of 4 per group. For health and safety reasons no person must enter the pool until all Instructors are in the water.

Our responsibility – All lessons are taught and supervised by fully trained swimming instructors. We will supervise children only in the pool. However, staff are available to offer assistance should an emergency situation arise elsewhere on the site.

Your responsibility – Children aged 5 and under must be accompanied by an adult who will remain on site at all times during the lesson.

Please see reception to see our code of conduct set out by Swimming NZ.

Fees

Unfortunately, we do not offer pay as you go casual lessons. Swimming is a continuous commitment - your commitment to paying your fees is our promise to you that your space is secure and can not be filled by another client.

- We request full payment in advance on or before the first week of every Block to guarantee your child a space in the class - at the same time every week for the entire duration of that Block.

- If we do not receive your swimming fees by week 3 of a Block your space may automatically be given to the NIL we will do our very best to contact you if this is the case.

*****Our costs do not change, whether our classes are full or empty.**

Make up lessons:

Make up lessons are subject to availability only.

We have a cap of one make up session per class at any given time.

Make up lessons must be used before the end of the block.

A swimmer's inability to turn up to a make up lesson does not result in a refund or credit moving forward through to the next block of lessons.

If you miss your make up lesson you may request to reschedule - again this must be done before the end of the block.

You must be a registered member of the swim school to receive make up lessons

Make up lessons can not be gifted to other family members or friends.

Make up lesson policy is subject to change with the current Covid-19 virus in our community - please ask at reception if you are unsure if you are entitled to a make up class.

Refunds:

We do not run a refund or credit scheduled swim school.

Period of notice required for termination of space security:

We require a minimum of 2 weeks notice before leaving your space open for the NIL.. notice is required by email and fees will be charged up to the date of leave.

Absentees:

Please provide the swim school with as much notice as possible if your child will be absent from class. This gives us time to move a make up into that space.

Sickness:

Should your child suddenly feel unwell due to coughs, runny nose, or sore throat PLEASE KEEP YOUR CHILD HOME until symptoms have cleared.

Also, if your child has symptoms of vomiting or diarrhoea please keep them at home until the symptoms have passed for a period of no less than 48 hrs.

Chicken Pox , please keep children home until cabs have formed and fallen off...

Please see the NZ government guidelines for all Covid 19 related information.