

LEARN TO SWIM PROGRAM TERMS & CONDITIONS

LEARN TO SWIM SEASON	Monday 19 October 2026 – Sunday 11 April 2027	20 weeks
PROGRAM BLOCK 1	Monday 19 October 2026 – Sunday 13 December 2026	8 weeks
DECEMBER HOLIDAY INTENSIVE	Monday 14 December 2026 – Friday 18 December 2026	5 consecutive days
VACSWIM	Monday 4 January 2027 – Friday 8 January 2027	5 consecutive days
PROGRAM BLOCK 2	Tuesday 11 January 2027 – Sunday 11 April 2027	12 weeks (excluding public holidays and Easter break)

SCHEDULED PROGRAM BREAKS – NO LESSONS

- The Learn to Swim Program will have a scheduled break over the Christmas / New Year period from 19 December 2026 – 3 January 2027. During this time, the December Holiday Intensive Program and VACSWIM will operate as scheduled.
- The Learn to Swim Program will have a scheduled 1-week Easter break from 23 March – 29 March 2027.

ENROLMENT

- Enrolment in the Learn to Swim Program covers the entire season.
- The season is being delivered in two blocks for scheduling and payment purposes only.
- An enrolment will automatically continue from Block 1 to Block 2, there is no need to re-enrol.
- An enrolment will remain active for the full two-block season unless it is cancelled in accordance with the cancellation policy.

PAYMENTS

Direct Debit – Seasonal Enrolment, until cancellation submitted

- Fortnightly payments are made through the PerfectMind Portal by direct debit. To confirm your enrolment, you must pay a pro-rata fee covering one or two lessons before your first fortnightly direct debit. By choosing direct debit, you authorise your credit or debit card details to be securely stored and processed through our payment provider.
- Direct debit payments (shown as 'Invoices' in the PerfectMind Portal) are processed before each upcoming fortnight of lessons.
- Overdue accounts may have access to the Gawler Aquatic Centre suspended until the outstanding amount is paid or a payment arrangement has been agreed.
- If two consecutive fortnightly direct debit payments are unsuccessful and no alternative payment is made, your enrolment will be automatically cancelled.
- A \$10 administration fee will be charged for each unsuccessful direct debit transaction, per enrolled student.

Upfront Payments – Seasonal or per block

- As an alternative to fortnightly direct debit, participants may choose to pay upfront for the full Learn to Swim season or upfront for each Program Block. If paying for the full season, payment must be received before the first lesson of the season. If paying by Program Block, payment must be received before the first lesson of each respective Program Block.
- If payment is not received when due, the participant's lessons may be suspended or their enrolment may be cancelled.

COMMUNICATION

- Email is our preferred method of communication. Important information, including changes to these Terms and Conditions, program updates, promotions, and newsletters, will be communicated via email.
- Participants must advise the Gawler Aquatic Centre Learn to Swim team of any medical conditions, health concerns, or additional needs that may affect their participation. Providing this information helps us support each participant's needs and ensures appropriate action can be taken in an emergency.

CANCELLATION POLICY

Direct Debit Payment

- To cancel a Learn to Swim enrolment paid by direct debit, 14 days' written notice must be provided by emailing learntoswim@gawler.sa.gov.au and clearly stating the intention to cancel.
- Any lessons already paid for may continue to be attended up to the final lesson date.
- Cancellations that do not comply with this policy will remain active, and scheduled payments will continue to be processed. The participant's place in the program will also be retained.
- Enrolments will automatically conclude at the end of the Learn to Swim season.

Upfront Payment

- Fees paid upfront are non-refundable, except where cancellation is required for medical reasons and supporting medical documentation is provided recommending the participant cease swimming lessons.

MAKE UP POLICY

- Make-up lessons are available only when an absence has been recorded through the PerfectMind Portal at least 2 hours prior to the scheduled lesson time.
- Make-up lessons must be booked online through the PerfectMind Portal and are subject to availability. A make-up lesson cannot be guaranteed on the same day, at the same time, or with the same instructor.
- Make-up lessons must be used within the current Learn to Swim season and cannot be transferred to a future season.
- If a booked make-up lesson is missed, another replacement lesson will not be provided.

MEDICAL SUSPENSIONS

- Medical suspension may be granted for absences of two or more consecutive weeks (up to a maximum of eight consecutive weeks) where sufficient supporting medical

evidence is provided in writing to learntoswim@gawler.sa.gov.au.

- Requests for medical suspension must be submitted within one month of the absence commencing. Requests received after this time may not be eligible for a fee adjustment or refund.
- Medical absences of less than two consecutive weeks must be recorded through the PerfectMind Portal and will be managed through the make-up lesson process.

BEHAVIOUR

- All Learn to Swim participants are expected to listen to their instructor, follow instructions, and behave in a safe and respectful manner during lessons.
- Participants who display unsafe or disruptive behaviour will receive a verbal warning. If the behaviour continues, the participant may be asked to sit out of the lesson.
- Continued unsafe or disruptive behaviour may result in parent/guardian involvement and removal from the lesson.
- Ongoing behaviour concerns may result in the participant being removed from the Learn to Swim Program.

SPORTS VOUCHERS

- Sports Vouchers can be used to receive a discount on Learn to Swim Program fees. As Sports Vouchers are issued on a calendar-year basis and the Program Blocks occur in different calendar years, participants can choose to apply an eligible Sports Voucher to each Program Block.
- Sports Vouchers cannot be used for Holiday Programs or VACSWIM as these programs run for less than eight weeks.
- If a Sports Voucher claim is rejected, the participant will be responsible for payment of the full program fee.
- Sports Vouchers are a South Australian Government subsidy and may only be applied to eligible program fees. Where the value of a Sports Voucher is greater than the applicable program fee, no refund, account credit, or cash payment will be provided for the unused balance.

HOLIDAY PROGRAMS

- Holiday Program fees must be paid in full at the time of enrolment. Direct debit payment options are not available for Holiday Programs.
- A place in a Holiday Program is not secured until full payment has been received.

GENERAL CONDITIONS

- Learn to Swim fees include entry for the participant and supervising spectators attending in relation to the participant's lesson. Spectators wishing to use the pool facilities must pay the applicable entry fee at the kiosk.
- Learn to Swim lessons do not operate on public holidays. If a scheduled lesson falls on a public holiday or planned program break, no fee will be charged for that lesson.
- The Gawler Aquatic Centre Learn to Swim Program reserves the right to change class times, locations, instructors, or cancel classes where required.
- If lessons are cancelled due to unforeseen circumstances, including inclement weather, participants will receive a make-up lesson which must be used before the end of the current Learn to Swim season.
- The Gawler Aquatic Centre may cancel bookings or programs where required under the Public Health Act or due to operational requirements. Where a centre-initiated cancellation occurs, excluding cancellations due to inclement weather, any applicable financial contributions paid in advance will be refunded.
- Where a class is no longer viable, the Gawler Aquatic Centre reserves the right to cancel the class. Families will be offered the opportunity to transfer to another available class time where possible.
- The Gawler Aquatic Centre is a Watch Around Water (WAW) accredited facility. All participants and visitors must comply with the Watch Around Water policy and the Centre's Conditions of Entry.
- Parents and guardians are responsible for supervising children before and after lessons. Children under five years of age must have a parent or guardian in the water with them before and after their lesson, in accordance with Watch Around Water requirements. Applicable entry fees apply for parents/guardians entering the facility.
- In accordance with the Guidelines for Safe Pool Operations (GSPO), appropriate adult-to-child supervision ratios must be maintained at all times while in the facility:
 - 1 adult to 2 children aged 0–4 years;
 - 1 adult to 4 children aged 5–9 years;
 - 1 adult to 1 child aged 0–4 years and 3 children aged 5–9 years.
- Parents and guardians must respect other participants and avoid interrupting lessons unless there is an urgent medical or family matter requiring a child to be removed from the water. Questions or concerns during lessons should be directed to the Programs Coordinator.
- The Gawler Aquatic Centre may take photographs or videos during the Learn to Swim Program for promotional and marketing purposes. Participants will not be identified by name in any promotional or marketing material.
- Participation in the Gawler Aquatic Centre Learn to Swim Program constitutes acceptance of the Gawler Aquatic Centre Conditions of Entry.

I have read and understood the Learn to Swim Terms and Conditions.

Signature:

Date:

Gawler
AQUATIC CENTRE