



Terms & Conditions

1. Privacy

Information is collected by City of Bayswater. Information collected includes a name; date of birth; address; contact information. Enquiries on information collection can be directed to; Recreation Facilities Manager, wavesmanager@bayswater.wa.gov.au, 0892766538. Information is collected through print or digital forms. Your information will be used to provide to support the student during the enrolment, seek your feedback, to meet the City's duty of care obligations, manage program operations including payments, and provide you with updates that may affect our service provision and/or access to facilities. Information not provided may impact your ability to enrol into our service. The Privacy and Information Handling Policy can be found on the City's website here. Personal information collected under this notice will not be transferred to any location or disclosed to any person or organisation outside Australia. Personal information collected under this process will not be used to support any form of automated decision-making. Information collected will be retained in accordance with the recordkeeping requirements of the Local Government Act 1995 (WA)

2. Swimming Lesson Fee

The following is included in the cost of swimming lessons:

- Entry for the student participating in the swimming lesson; and
- Parent assisted classes - the parent required to go into the water with the child.

3. Direct Debit Enrolments

Direct Debit agreements can be set up from a bank account or by using a credit card. Payments are direct debited from the customer's nominated payment option every four weeks with payments made in advance. Fees associated with setting up Direct Debit agreements apply and are detailed in the City of Bayswater Fees & Charges and Ezi Debit Terms & Conditions. Please visit www.ezidebit.com.au for a full list of fees and Terms and Conditions.

4. Cancellation of Direct Debit Payments

All requests to cancel swimming lessons **must** be made by lodging a Cancellation Application Form a minimum of 4 days prior to the next due debit. No refunds or credits will be given for any unused lessons. Cancellation Application Forms are available online at [Swim School - City of Bayswater](#) under Forms & Resources or from the Swim School Office.

5. Suspension of Enrolments

Swimming enrolments can be suspended for a minimum of 1 weeks and a maximum of 4 weeks per calendar year. A Suspension Application Form must be completed and returned to the Swim School via the online form, email or in person a minimum of 4 business days prior to the first missed lesson. Suspension Application Forms are available online at [Swim School - City of Bayswater](#) under Forms & Resources or from the Swim School Office. Enrolments cannot be suspended unless accompanied by an active direct debit agreement.

6. Missed Lessons

If your child is unable to attend a lesson, please contact the Centre via the online process, email or phone prior to the missed lesson and a family swim pass will be applied to the students' account. The family swim pass allows pool entry (excluding the health and wellness suite) for two adults and two children, or one adult and three children and can be redeemed at front reception. All family swim passes are valid for 3 years from the date of issue. Family swim passes are not redeemable for cash. Family Swim Passes are only available to accounts that have an active direct debit agreement.

7. Public Holidays and Christmas Break

Swimming lessons will not run on public holidays, Easter Saturday, or on any other day specified by the Centre. There will be a break over the Christmas and New Year period with these dates to be confirmed via email. Regular direct debit payments will continue during these times however, credits will be applied to customer's accounts reflecting the missed lessons.

8. Credits

A credit or similar may be approved for special circumstances or medical reasons at the Manager's discretion. All credit requests, including any medical certificates or other documentation must be emailed to swim.school@bayswater.wa.gov.au for consideration. Credit or voucher can be redeemed up to 12mths from the approval date.

9. Class Availability

Bayswater Waves Swim School timetable is available live on our website [Bayswater Waves - City of Bayswater](#). The timetable shows all classes and indicates those with availability.

Bayswater Waves Swim School provides continual assessment. When students are ready to progress, every effort will be made to accommodate preferred class days and times.

- When students are ready to progress, and the same class time is available, students will be moved, and notification will be sent via email.
- Every effort will be made to consider siblings when options are provided. If a student is assessed as not holding required prerequisite skills, every effort will be made to move the student to the appropriate level.

10. Class and Staff Schedules

Class schedules and staff rosters may alter from time to time. Swim School will endeavour to minimise disruption to enrolments that are affected by timetable or roster changes to maintain consistency.

11. Entry Card

Entry cards are issued at the time of enrolment and must be scanned to gain entry for each class. Participants must not share their card with other patrons. Lost cards will incur a replacement fee.

12. Parental Supervision

All children under the age of 13 must be accompanied by an adult (over the age of 16 years). Parents/guardians must remain in the facility and supervise their child/children throughout their swimming lesson and be immediately available in case their child/children require assistance. All children under the age of 6yrs must wear a Watch Around Water wrist band and have an adult in the water at all times when swimming outside their swimming lesson.

13. Photography and Social Media

Bayswater Waves does not allow the capturing of images or video footage without the consent of individuals, parents or guardians. Please see a staff member for further information.

14. General Conditions

- Swim School attendees must adhere to the Bayswater Waves Conditions of Entry at all times which are displayed at the facility entry.
- Where class duration exceed 30 minutes, entry to the class will not be permitted 30 minutes after the start time.
- Parents and students are expected to follow the Swim School Code of Conduct available online at [Swim School - City of Bayswater](#) under Forms & Resources or from the Swim School Office.