



## *Li'l Stingers Swim School and Squad Terms & Conditions*

### **Learn to Swim**

#### **Payment Policy**

A non-refundable deposit of \$54 per child is required by Week 8 of the current term to secure placement for the following term. If a deposit is not received, your child's placement will be forfeited and offered to waitlisted students. Full-term fees or remaining balances must be paid in Week 1 of the term.

#### **Rescheduling & Missed Lessons**

Non-attendance must be reported via the Customer Portal App (SimplyPortal), available on the App Store. Absences can be submitted for any reason but must be lodged at least two hours before the scheduled lesson time.

Makeup lessons may be booked up to two weeks in advance through the portal and are subject to availability. Management reserves the right to reschedule makeup lessons where necessary.

Missed makeup lessons cannot be rebooked and will be forfeited.

Access to makeup classes is only available with a current enrolment. All makeup lessons must be used within six (6) months; expiration dates are visible in the Customer Portal.

Missed or cancelled lessons are non-refundable. In the case of cancellations due to unforeseen events (e.g., weather), management will provide a makeup lesson.

#### **Late Arrivals**

Arriving more than fifteen minutes late disrupts lessons. If late, please do not join the class. Makeup lessons will not be provided for late arrivals.

#### **Discipline Policy**

Water safety and swimming proficiency are vital. Li'l Stingers Swim School enforces a three-warning policy for disruptive behaviour. If a child receives three warnings for misbehaviour, they may be removed from lessons. Parents must acknowledge that disruptive behaviour affecting the safety or learning experience of others will not be tolerated.

#### **Public Holidays**

Lessons do not run on public holidays. Makeup classes are offered in place of these sessions and must be used within six (6) months of that date.





## **Cancellation Policy**

A minimum of two weeks' notice is required for cancellations. Refunds will be issued minus the equivalent of two weeks' fees. Once a cancellation is processed, class enrolment ends immediately.

If you cancel or skip a term, your spot will not be held, and you will return to the waitlist for future enrolment. Advance term bookings are not accepted.

## **Photography & Media Consent**

Li'l Stingers Swim School may use images or videos taken during lessons for promotional purposes. Parents may not take photos or videos without written consent from all other parents in the class.

## **Changes to Class Times & Structure**

Class schedules, levels, or structures may be adjusted based on enrollment or operational needs. Advance notice will be given where possible.

Instructor assignments may change due to staff availability, and no refunds or adjustments will be provided for instructor preferences.

## **Supervision Policy**

Children must be supervised at all times during lessons. Drop-offs are strictly prohibited.

## **Part-Term Enrolments**

Students enrolling from Week 3 onwards will be charged a pro-rata fee based on the remaining term duration and will not be eligible for the discounted full-term rate.

## **Private Lessons**

Private lessons must be prepaid in full before sessions commence. Due to instructor commitments, catch-ups and refunds are not available for missed private sessions.

## **Poolside Safety**

Children must not enter the pool before lessons to avoid disruption and safety risks. Sitting on the pool edge while lessons are in progress is prohibited. Parents/guardians must ensure children follow all safety rules.





## Liability Waiver

While Li'l Stingers Swim School prioritises safety, swimming involves inherent risks. By enrolling, participants acknowledge that Li'l Stingers Swim School, its staff, and Woree Sports & Aquatic Centre are not liable for injuries, accidents, or personal losses occurring before, during, or after lessons.

## Medical Disclosure & Emergency Procedures

Parents/guardians must disclose any medical conditions (e.g., asthma, epilepsy, allergies) that may affect participation. In an emergency, staff will follow first aid protocols and may call an ambulance if necessary. All associated costs are the responsibility of the parent/guardian.

## Hygiene & Health Policy

Swimmers must not attend lessons if experiencing diarrhea, vomiting, fever, or contagious conditions. A 48-hour exclusion period applies after symptoms resolve. All non-toilet-trained children must wear approved swim nappies. Swimmers must shower before entering the pool to maintain hygiene standards.

## Facility Use & Conduct

Facilities, including changerooms and waiting areas, must be respected. Any damage caused by swimmers or guardians must be paid for. Aggressive or inappropriate behaviour toward staff, instructors, or patrons will not be tolerated. Management reserves the right to remove individuals from the premises.

---

## Squad

### Squad Fees

Fees are billed monthly, as sessions continue through holidays, except for scheduled Easter and Christmas breaks. Billing is adjusted accordingly.

\*\*\*Fees are due for payment at the beginning of each month. Fees not paid by the due date will incur a 15% late fee\*\*\*

- **Leopards & Mantas (Competition Squad):** Consistent training is required; no credits or adjustments will be made.
- **Skates Squads:** Holiday absences must be notified via email **before** billing to avoid full-month charges. Adjustments requested after billing will incur a \$20 administration fee.
- **Tigers Squads:** Squad training doesn't run during the school holidays. Billing will be adjusted accordingly.





Training schedules remain as consistent as possible. However, minor disruptions may occur during the competition season (October to April). Management will strive to minimize interruptions. For extended illness or extenuating circumstances, please speak with management.

## **Training Expectations**

As training intensity increases, swimmers are expected to take responsibility for their performance and attendance.

## **Public Holidays**

Squad sessions may be scheduled on public holidays at the coach's discretion.

## **Photography & Media Consent**

Woree Sports & Aquatic Centre reserves the right to use images or videos taken during squad sessions for promotional purposes.

## **Behaviour & Facility Rules**

All swimmers must adhere to pool rules. Management reserves the right to take action if behaviour disrupts training or affects safety.

## **Supervision & Drop-Off Policy**

Swimmers under 14 must be supervised outside of squad sessions. Drop-off and pick-up should occur no more than ten minutes before or after a session.

## **Practice Outside Squad Sessions**

Children enrolled in monthly billing can access the pool for practice at a discounted \$2 entry fee on non-session days. This policy does not apply to adults or casual squad swimmers.

## **Additional Terms**

All swimmers must comply with Queensland Health's Water Quality Guidelines. Li'l Stingers Swim School reserves the right to update these terms as necessary.

I confirm that I have read, understood, and accepted these Terms & Conditions and agree to abide by them.

