



### Learn to Swim Pricing

<b>Aquatots (3 years and under)</b>	<b>  Weekly \$11.00</b>
<b>Pre School (3-5 years)</b>	<b>  Weekly \$13.50</b>
<b>After School (5 years and over)</b>	<b>  Weekly \$13.50</b>
<b>Private 1-1</b>	<b>  Weekly \$19.00 (15 minutes)</b>

Please note upfront pricing is based on relevant number of weeks in the term (or sessions in the programme), this may vary depending on the day of the week but is based on the per week pricing above.

### Learn to Swim Enrolment (new students)

**Aquatots** - do not require assessment prior to enrolment. Enrolment for new Aquatots is at the end of each term. If we have availability in Aquatots classes, these can be joined at any point throughout the term.

**Pre School** - assessments are required for new students (or those with more than 1 term off) –Enrolments made without assessments will be declined\*.

**After School** - assessments are required for new students (or those with more than 1 term off –Enrolments made without assessments will be declined\*.

**Private 1-1** – all 1-1 spaces are booked by enquiry only, as they are needs assessed – we do not accept enrolments online for these positions. Enquiries are to be directed to [Aquajet@splashcentre.co.nz](mailto:Aquajet@splashcentre.co.nz)

\*Upfront payments for wrong enrolments will be refunded within 20 working days on receipt of refund details, payment plans set up with direct debit will automatically be cancelled.

### Learn to Swim Enrolment (existing students)

Roll over enrolments will be done in person the week prior to online bookings opening – these are for students who are assessed and are staying in the same class at same time. Payment must be made to confirm held spots. This can be done upfront, or with a weekly Direct Debit set up (more information on DDs under Learn to Swim with EziDebit). *\*If an external provider pays for Learn to Swim Lessons please email [splashcentre@splashcentre.co.nz](mailto:splashcentre@splashcentre.co.nz) to confirm this process.*

For existing Learn to Swim Students who have been assessed, you will be able to enrol online at <https://pools.whanganui.govt.nz> Please note enrolments open at the end of the term once assessments have taken place. Enrolments are confirmed by the Learn to Swim team. Any students enrolled into the wrong level will have to re-enrol into the correct level (there is no guarantee on day/space/time in this scenario).

Enrolments are not confirmed until payment is in place (either Upfront or DD, this can be done at reception or in the online portal) – you risk losing your spot if this is not done and held spaces will have a finite period. *Please note that bank transfer is not accepted for payment unless arrangement has been pre-agreed.*

Holiday Programmes are upfront payments only. Please note Holiday Programme scheduling is not confirmed until the week prior - sessions are generally held in the morning and are 1 session per day for a 5 day period. For many children a condensed programme will be extremely beneficial for progression.

### Learn to Swim with EziDebit

EziDebit is the easy way to pay your Learn to Swim fees.

When you choose to pay by direct debit Learn to Swim payments will be automatically deducted by EziDebit weekly from your nominated bank account or credit card on the Monday of the lesson. All transactions will show up on your regular bank account statement. If your regular session falls on a public holiday you will not be charged that week.

It's quick, it's easy, you don't need to set anything up with your bank and you don't have to think about it. When enrolling for Learn to Swim simply select direct debit online or fill in the EziDebit form in person.

### Online Customer Portals

We strongly advise that all parents/guardians wanting to utilise online enrolment set up customer portal account and ensure their children are linked correctly under their Dashboard>Personal Details prior to enrolment going live. If your children are not linked please speak with the team at the Front Counter or send us an email [splashcentre@splashcentre.co.nz](mailto:splashcentre@splashcentre.co.nz) with the appropriate details so we can link the accounts. Please also take this opportunity to check that the details we have for you are correct.



## General Terms and Conditions

### **Enrolment and Assessments**

New Learn to Swim students aged over 3 years must complete an assessment prior to enrolling in Learn to Swim or Learn to Swim Holiday Programmes. Enrolments for new students without an assessment will not be accepted.

Enrolments are not confirmed until payment arrangements are in place (either upfront payment or direct debit).

Spaces will only be held for a limited time and will be released if payment is not made by the time communicated.

### **Age Requirements**

Children must meet the minimum age requirements for programme entry. Children under 6 months of age are not permitted to enrol due to body temperature regulation and developing immune systems.

If a child is enrolled in an Aquatot class but does not meet the required age at the start of term, they will be unable to attend until eligible. Where bookings are made prior to term commencement, charges apply for the full term.

### **Payment**

All payments must be made in advance, either by full payment for the term prior to the first scheduled class or by direct debit. Direct debit can be arranged at the front counter or through the customer portal at the time of enrolment and is subject to Ezidebit terms and conditions.

Online payments and direct debits are processed by Ezidebit and will appear on bank statements as "EZI – HEALTH & FIT," not as the facility name.

If an account falls into arrears, payment must be made prior to the next scheduled class or by the next payment due date (whichever occurs first).

Students will be unable to attend classes while accounts remain unpaid and may be withdrawn from the class if non-payment continues.

Accounts with outstanding balances will not be eligible for enrolment in future term classes.

If you are experiencing difficulty making payment, please contact the facility to discuss available options.

### **Refunds**

Refunds are not provided for change of mind or for classes that were not attended.

### **Attendance and Programme Continuity**

Students may take up to one term off lessons without requiring reassessment.

Breaks longer than one term will require the student to be reassessed to ensure placement at the appropriate skill level.

### **Membership Card**

Students will be issued with a Learn to Swim membership card, which must be scanned at the front counter upon arrival.

Membership cards are issued once for the duration of participation in the programme. Lost cards can be replaced for a \$5.00 fee.

### **Medical Absences**

Where a student is unable to attend lessons due to a multi-week medical event (e.g. broken arm), lessons may be credited (for upfront payments) or direct debits may be suspended for the recovery period.

A valid medical certificate must be provided.

Notification must be made at the time of the medical event. Only future lessons or payments will be credited or suspended. Management reserves the right to make the final decision.

### **Supervision**

Children under the age of 8 must be actively supervised by a caregiver aged 17 years or over at all times within the facility. Active supervision means maintaining constant visual contact and being ready to provide immediate assistance if required.