

Payment of Fees

- All fees must be paid upfront per Term or Programme and are due before the first lesson.
- Direct Debit options are offered from a third party system. Fortnightly fees are processed from Credit Card or Bank on Thursdays. Customers must add their Credit Card or bank details to the Billing tab of the Customer Portal AND notify us that they are choosing this option before the fee due date. Transaction fees apply for this service (Credit Card .30c + 1.98%, Bank .88c per transaction)
- Swimmers will not be allowed to participate in lessons while fees are still owed on accounts.
- Private pending payments from accounts will no longer be accepted. In these cases, payments will be returned, and lessons cancelled until full payment is received.

Make Up Tokens and using them

In the unfortunate event that your child is unable to attend a lesson, we **MUST** receive notice of nonattendance of your class. This can be either via email to Liz@swimmechanix.com.au, Text to 0416 898 528, Facebook Messenger or Instagram direct message. The following make up rules will apply.

- A Make Up token will be issued when notice of nonattendance is given to the swim school 24 hours or more prior to the scheduled lesson.
- No Make Up token will be offered if contact is made after the 24 hour notification period, after the lesson or during the missed lesson. (Please note – you may still notify us of nonattendance inside the 24 hour period, however a Make Up token will not be issued)
- Make Up tokens are valid for use within 6 months from the date of issue. If not used within this timeframe, the token is forfeited.
- We cannot guarantee the same teacher, day, or time slot as your normal lesson. Make Up lesson options depend on availability and space in classes.
- Once a Make Up is arranged, you will receive notification of the booking via EMAIL. If your makeup is missed, that makeup is forfeited.
- Make Up tokens cannot be used as credit towards the next Term or program.
- Make Up tokens can be used during Terms and Programs when you have a current booking, and your account is paid up to date.
- Our system will not allow Make Up lessons to be booked if fees are owing.
- If no notice is given, your class is forfeited.

What if my child is sick?

It is the policy that children/adults/teachers are excluded from lessons if they are suffering from any of the below mentioned conditions.

- Chicken pox- until seven days after the last lesion is healed
- Ring worm - until treatment is successful
- Diarrhoea- two weeks after the bout is over
- School sores - until all lesions are fully healed
- Measles - until 7 days after the rash appears
- Whooping Cough – until 4 weeks after bout

Fees, Regulations, Cancellation and Make Up Policy - 2022

- Mumps – Until 14 days after symptoms clear
- Conjunctivitis and Laryngitis – until symptoms clear
- Cold/Flu – until symptoms clear
- Vomiting – until bout is over

Parents will be notified of this policy upon enrolment and deck staff and swimming teachers can enforce this policy.

COVID-19 regulations

- In line with the State Government requirements, if you are experiencing COVID-19 symptoms and are self-isolating, please notify our staff and a Make Up token will be added to your account. Upon presentation of a medical certificate, a credit may be requested.
- If Swim Mechanix closes due to State Government regulations, a credit for any missed lessons while closed will be added to your account.

Withdrawal from classes/lesson on hold

- Customers must provide in writing via email their intention to cancel classes and give 2 weeks' notice. Classes will cease at the nominated cancellation date.
- Direct debit customers must give two weeks' notice before the next direct debit date.
- Swimmers who have not attendance for two weeks with no communication will automatically have their lessons cancelled. Any unpaid fees must be honoured to be able to re-enrol

Public Holidays

Customers who have a scheduled lesson that falls on a Public Holiday will have their fees adjusted to a pro rata rate as the Swim School does not open on Public Holidays.