

Cooktown Swim School

Terms and Conditions

These Terms and Conditions outline the rights and responsibilities of students and their parents or guardians in relation to swimming lessons delivered by Cooktown Swim School. Please take the time to read the Terms and Conditions carefully.

1. **Term Fee**

The fee is **\$150.00 per student, per 10-week term**. Students attending more than **one** lesson per week must purchase one term pass per lesson.

2. **Payment**

Payment is due on or before Week 1 of the relevant swimming term. Failure to make payment by this time may result in the student's place not being held. Unpaid positions may be offered to children on the waiting list at the discretion of the Cooktown Swim School.

3. **Non-Transferable and Non-Refundable**

All term passes are strictly **non-transferable and non-refundable**.

4. **Expiry**

Term passes are valid only for the nominated school term and will expire at the completion of **Week 10 of that term**. Unused lessons will not be carried forward.

5. **Weather Cancellations**

Cook Shire Council reserves the right to cancel lessons where weather events or unforeseen circumstances impact the safe operation of the pool.

6. **Notification of Absence**

A parent or guardian must notify Cooktown Swimming Pool of a student's absence due to illness or any other reason **no later than 24 hours prior to the scheduled lesson start time**.

7. **Catch-Up Lessons**

Catch-up lessons missed lessons or for classes cancelled by Cooktown Swim School will be offered subject to availability and must be booked directly with pool staff.

8. **Late Notice or Non-Attendance**

Where 24 hours' notice is not provided, any catch-up lesson offered will incur a **\$20.00 casual lesson fee**.

9. **Queensland Government Play On! Vouchers**

Cook Shire Council accepts Queensland Government **Play On! Sport Vouchers**. Vouchers may be applied toward swimming lesson term passes and will be valid for **two (2) consecutive swimming terms** from the date of first redemption. Any unused portion of the voucher at the completion of the second consecutive term will not be carried forward, refunded, or credited. It is the responsibility of the parent or guardian to ensure the voucher is valid at the time of redemption.

10. Supervision and Duty of Care

Parents and guardians are responsible for the supervision and safety of their children at all times – including before, during, and after swimming lessons. Children must not be left unattended within the pool facility at any time.

The lifeguard on duty is responsible for general pool safety only and does not provide direct supervision of individual children during lessons or at any other time within the facility.

11. Water hygiene

All infants and toddlers who are not yet toilet trained must always wear an approved waterproof swim nappy at all times while in the pool. Standard disposable nappies are not permitted.

Swim nappies must fit securely and be checked regularly by the parent or guardian. If a nappy becomes soiled, the child must be removed from the pool immediately and changed before re-entering. Any contamination entering the water must be reported to pool staff immediately so that appropriate health and safety procedures can be followed.

Pool Etiquette

To ensure lessons run safely and efficiently, all parents, guardians, and students are expected to observe the following:

- Upon entering the facility, parents and guardians must sign their child into the attendance register.
- Students should be ready and waiting at the poolside at least **five (5) minutes** prior to the start of their lesson, or as directed by the instructor. Late arrivals may miss important safety instructions or warm-up activities.
- Children must not enter the water unless instructed to do so by the swim instructor.
- Children must not attend lessons if they are unwell or displaying cold or flu symptoms. A child may return only once they have fully recovered, to protect the health and safety of all participants and staff.
- Students must wear appropriate swimwear suitable for lessons.
- It is recommended as best practice that all student wear swim cap and goggles for the duration of their lesson. This requirement may vary by age group.
- At a minimum, long hair must be tied back or secured away from the face.
- Parents should ensure children use the bathroom before lessons begin to avoid interruptions.
- Students must follow instructor directions, behave respectfully, and comply with pool safety rules at all times.
- Parents must supervise children outside of lesson times and observe lessons from designated areas without disrupting the class.