



Welcome to Shapland Swim School Ipswich

23 Cambridge Street, SILKSTONE 4305

Ph: 3812 7712

FEES

➤ Monthly **\$62.85** per child ($\14.50×52 divided by 12)

- A family discount is also offered for 3 or more children; **15%** discount on total price.
- Terms, conditions and payment methods are stated below.

TERMS AND CONDITIONS

FEES AND PAYMENTS

- Notices will be placed around the viewing room the last week of the month prior to payment being due at the beginning of the next month.
- **A late fee of \$10.00 will apply for payments outstanding after the 15th when payment is due.** Late payment may also result in loss of placement, unless alternative arrangements have been made directly with the office. Please see Paul or Erica.

Payment options are Cash / Cheque / Internet Banking Transfer / Eftpos / Credit Card.

Envelopes provided for cash payment can be found on desk top. Place your cash, cheque internet banking receipt or fill out your credit card details and place into the payment box. If a receipt is required please indicate and one will be left for your collection the following week.

Please ensure child's name is clearly marked on envelope (cash/cheque) or if paying by Eftpos/Credit card on the Merchant copy.

- If at any time you are unable to pay the fees as per these "Terms and Conditions", please contact the office to discuss.
- No cash refunds can be given.
- All lessons must be paid for regardless of attendance.
- Fees will be adjusted if your swim day falls on a gazetted public holiday.

CANCELLATION / TERMINATION OF LESSONS

- **Minimum one months notice is required prior to discontinuing lessons. Your booking fee covers your last month. Any make-up lessons due must be taken within this period.**
- **Advice of cancellation MUST be made to the Office – either personally or by phone.**

ABSENCE FROM CLASSES / MAKE-UP LESSONS

- We ask for a courtesy call if you are unable to attend your class. It would be appreciated if you could call as early as possible before your due lesson time, if no answer please leave a message on the answering machine. This will entitle you to a make-up lesson, if you do not ring you will be marked absent therefore you will **NOT** be entitled to a make-up lesson

- **Make up lessons are to be used within 4 weeks of the missed lesson only and are subject to availability.**
- **If you cancel a make-up lesson for any reason, you cannot rebook another lesson.**
- Holidays are to be paid for and lessons to be made up within 4 weeks from return, subject to availability.
- **No credit will be given instead of make-up lessons for any reason and fees must be up to date to be eligible.**
- **To organise a make-up lesson you need to call before 8.00am on a day you can attend. If we are unable to accommodate you on the day you first call please call back on another day that you are available.** Make-ups are not guaranteed to be with the teacher you are currently booked with. This is a great opportunity for your children to try another of our fantastic teachers within our swim school.

GENERAL INFORMATION

- Once a lesson time is accepted, you remain at that lesson time – ongoing – unless you request a change of current class time, and are advised of such change.
- If we are unavailable to discuss any queries please leave a message in the book at desk and we will return your call as soon as possible.
- We would appreciate children with long hair to wear a swim cap as hair in the face can be distracting. Polyester chlorine resistant swim caps are available from the Office at a cost of \$8.00 each.
- Until children can confidently swim **without** goggles, we would prefer them not to be worn. We are more than happy for confident swimmers to wear goggles for part of their lesson.
- Please encourage all children **to go to the toilet** before their lesson.

We will close for all gazetted public holidays unless notified.

We will inform you of other dates we may be closed and adjust your fees accordingly.

Thank you for choosing us to teach your child/children this valuable skill