

Term 4 2016 : New Enrolment Form

Monday 10th Oct – Saturday 17th Dec 2016

All days run for 10 weeks

Thank you for choosing Wanneroo Aquamotion Swim School

SWIMMER'S DETAILS

SWIMMER'S NAME		MALE: <input type="checkbox"/>	FEMALE: <input type="checkbox"/>	RECOMMENDED LEVEL	
		(If above Level 1, please attach your completed assessment slip)			
DATE OF BIRTH (DD/MM/YYYY)	DOES YOUR CHILD HAVE ANY NOTABLE MEDICAL CONDITIONS?			NO: <input type="checkbox"/>	YES: <input type="checkbox"/> SPECIFY BELOW
DO YOU HAVE ANY OTHER CHILDREN ENROLLED IN OUR SWIM SCHOOL?		NO <input type="checkbox"/>	YES <input type="checkbox"/>	IF YES, PLEASE DETAIL BELOW	
NAME	LEVEL	NAME	LEVEL	NAME	LEVEL
PARENT/GUARDIAN (IF UNDER 16 YEARS) DETAILS					
PARENT/GUARDIAN NAME		MR / MRS / MISS / MS		PRIMARY PHONE NUMBER	SECONDARY PHONE NUMBER
STREET ADDRESS			SUBURB	POSTCODE	
EMAIL ADDRESS					
HOW DID YOU HEAR ABOUT WANNEROO AQUAMOTION'S SWIM SCHOOL?			DO YOU HAVE A CURRENT AQUAMOTION MEMBERSHIP?		
			NO <input type="checkbox"/> YES <input type="checkbox"/> (IE BRONZE/SILVER/GOLD)		

PLEASE REFER TO THE CURRENT TIMETABLE WHEN SELECTING YOUR CLASS PREFERENCES

PREFERENCE NUMBER 1	STAFF USE: <input type="checkbox"/>	PREFERENCE NUMBER 2	STAFF USE: <input type="checkbox"/>	PREFERENCE NUMBER 3	STAFF USE: <input type="checkbox"/>
DAY	TIME	DAY	TIME	DAY	TIME

PLEASE CONSIDER YOUR FIRST PREFERENCE FOR YOUR ENROLMENT. YOU WILL ONLY BE NOTIFIED IF WE CANNOT GIVE YOU YOUR FIRST PREFERENCE.

PLEASE READ AND SIGN YOUR ACKNOWLEDGEMENT OF THE WANNEROO AQUAMOTION SWIM SCHOOL POLICIES (SEE OVER)

OFFICE USE ONLY

BOOKED IN CLASS: <input type="checkbox"/>	STAFF MEMBER: <input type="checkbox"/>	PAYMENT PROCESSED: <input type="checkbox"/>	STAFF MEMBER: <input type="checkbox"/>
CREDITS APPLIED: <input type="checkbox"/> \$	SIBLING DISC: <input type="checkbox"/> \$	TOTAL PRICE: \$	
ENTRY AND SPECTATOR CARDS ISSUED: <input type="checkbox"/>			
NOTES OF ANY CORRESPONDENCE WITH CUSTOMER			

PAYMENT INFORMATION (FULL PAYMENT IS REQUIRED AT THE TIME OF ENROLMENT. LODGEMENTS CANNOT BE ACCEPTED WITHOUT CREDIT CARD DETAILS)

NAME ON CARD		CONTACT NUMBER																			
CARD TYPE:	VISA: <input type="checkbox"/>	MASTERCARD: <input type="checkbox"/>																			
CARD NUMBER	EXPIRY																				
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SIGNATURE		DATE																			
CREDIT CARD PAYMENTS DO INCUR A 0.57% SURCHARGE																					
PAYMENT DETAILS ARE SHREDDED AFTER PROCESSING																					

Swim School Policies (Updated February 11th 2016)

FULL PAYMENT IS REQUIRED AT THE TIME OF ENROLMENT. WE DO NOT HOLD CLASS PLACES.

MISSED LESSONS, CREDITS, REFUNDS, CANCELLATIONS

WE DO NOT PROVIDE MAKE UP LESSONS OR REFUNDS FOR MISSED CLASSES. A completed Credit Request Form and either a Medical Certificate or written evidence is required to receive Credit for missed lessons. Extra-curricular activities you choose to attend in place of your class are not Creditable. Under these circumstances, A MAXIMUM OF THREE CREDITS WILL BE ISSUED PER TERM. CREDITS ARE ONLY VALID FOR THE FOLLOWING TERM OR PROGRAM OF CLASSES AND WILL BE ISSUED AT THE TIME OF RE-ENROLMENT ONLY. Credit Requests can be emailed to emma.butler@wanneroo.wa.gov.au.

Refunds will only apply where students are forced to cancel a booking and withdraw from the program for the remainder of the term. Requests for refunds must be made in writing to the Wanneroo Aquamotion Swim School Coordinator (email:lee.duffy@wanneroo.wa.gov.au) and should include a full explanation of the extenuating circumstances and a medical certificate where appropriate. PLEASE NOTE THAT ALL REFUNDS WILL INCUR A 20% ADMINISTRATION FEE (THIS IS INCLUSIVE OF CREDITS). Administration fees are taken from the total fee paid on enrolment (minus lessons attended or held). Refunds for the remaining lessons are calculated from the date the Swim School is notified in writing of the cancellation, not backdated.

If the unforeseen event of Wanneroo Aquamotion having to cancel a class, the Swim School will offer a Family Pass or Credit for the following term.

Wanneroo Aquamotion does not conduct lessons on Public Holidays. Term fees are adjusted accordingly.

CHANGES TO CLASSES AND BOOKINGS

All classes have a minimum number of participants required to conduct a class. If you enrol in a class that does not achieve the minimum enrolment by the third lesson, you will be offered an alternative class. If the alternative class is not suitable we will provide you with a full refund.

Students can sometimes be enrolled into an inappropriate level. This means that students will sometimes need to move to another class. If your lesson time or day is unsuitable due to a change of circumstances, you may apply to the Swim School to change class for the remainder of the term, if vacancies are available. No changes will be permitted after the first four weeks of the term.

PARENTAL SUPERVISION & SPECTATORS

Parents/guardians of children under 10 years must remain in the centre during their child's lesson. A parent/guardian over 16 years must collect children at the conclusion of every lesson. Children under five years who swim before and/or after their lessons must be accompanied in the water and within reach at all times, by a responsible person over 16 years. On swim lesson days, green wristbands are available from Customer Service or the Swim School for children under five years to identify the parent swimmer as a Swim School parent and therefore being exempt of the normal adult swim entry fee to accompany their child. Children are not permitted in the designated Swim School areas until their Swim Teacher commences their class.

The Centre does not charge a spectator fee for Swim School customers, however we do ask that you advise us of the number of spectators accompanying you at Customer Service before entering.

Photography is not permitted during class times. If you do wish to take photos of your child in the pool, please speak with a coordinator to arrange an alternative location in the pool to do so.

COMMUNICABLE DISEASES & HYGIENE

A person suffering from any communicable diseases will be excluded from lessons for the safety and well being of other participants and teachers. Please refrain from bringing your child if they are suffering from any contagious condition. Examples include: nervous system infections, ear infections, eye infections, cold sores, chicken pox, Hand, Foot and Mouth Disease, head lice, measles, mumps, diarrhoea and/or vomiting, coughs, plantar warts, infectious runny noses (green discharge), open sores, skin infections, rashes and foot infections. If unsure, please check with your medical practitioner.

The WA Health Act states that all children that normally wear a nappy are required to wear some form of aqua nappy if swimming in a public facility. Please ensure that your children are suitable attired if they fall into this category for the comfort and safety of all patrons otherwise your children will be required to exit the pool. We ask that all children under 3 years of age wear a swim nappy whilst participating in our classes.

RE-ENROLMENTS & FAMILY DISCOUNTS

Currently enrolled participants are given priority enrolment for the following term. PLEASE NOTE THAT IT IS YOUR RESPONSIBILITY TO RE-ENROL AND THE SWIM SCHOOL DOES NOT AUTOMATICALLY CARRY BOOKINGS FROM TERM TO TERM. Re-enrolments need to be submitted in the final three weeks of the term. The re-enrolment process is complex, with students moving levels and/or times as well as staff changes from term to term. Every possible attempt is made to accommodate your re-enrolment preferences however this cannot always be guaranteed. Our Customer Service team do their best to help and any aggressive or abusive behaviour is not accepted and in the case of such, you will be asked to leave.

Swim School offers a family discount of 10% for the second child, 15% for the third child and 20% for the fourth child enrolled in mainstream swim lessons during the same term/program. Discounts will apply to enrolments of lesser value. Discounts are also offered for participants enrolled in a second class per week.

ENTRY SWIPE CARDS

THE ENTRY SWIPE CARD ISSUED AT YOUR INITIAL ENROLMENT IS VALID FOR LIFE. REPLACEMENT CARDS WILL INCUR A \$7.00 FEE. Entry cards must be scanned at the Reception prior to every lesson. Refusal of entry may occur for non-presentation of cards.

As our Customer Service team are very busy, please use consideration and do not expect to be manually entered each week as this places an unnecessary work load on our staff.

I HAVE READ AND AGREE TO THE WANNEROO AQUAMOTION SWIM SCHOOL POLICIES

SIGNATURE

DATE