
Oasis Swim School Terms & Conditions

To ensure that every participant receives the maximum benefit from the programs and services at the Centre, please take the time to read through the following Learn to Swim Terms & Conditions, relevant to the Oasis Swim School (OSS).

General Conditions

Members must complete all required forms before starting lessons. All participants must follow the general terms and conditions of the Swim School Program. Management reserves the right to refuse entry, suspend or cancel a membership without a refund, or ask any person to leave the premises if they do not behave responsibly, use abusive language, are under the influence of drugs or alcohol, or do not adhere to the general conditions of entry. Every effort will be made to adhere to the timetable, but OSS reserves the right to change and alter classes as necessary.

Reception and Access

All swim school members must swipe or present their card at reception every time they attend the Centre. If the participant misplaces their card, it is advised that the Centre be notified immediately. A replacement fee will be charged for the replacement card. Swim school members are to advise of any changes in address or phone numbers.

Swim school members are to understand that the facilities are available to the general public and not exclusively to the members.

Supervision

Parents are not permitted to leave children under the age of 10 unaccompanied at any time while they are in the Centre, including during a swimming lesson. Children must be accompanied by a guardian 16 years or over at all times.

Fees, Charges & Payments

OSS lesson enrolments can be paid one of two ways, either as an upfront term booking payment, where the entire balance for the 10 weeks is paid before the first lesson at the time of booking, or as a perpetual booking via direct debit. Lesson fees can increase each financial year in line with Wagga Wagga City Councils adopted fees and charges.

- a) Term Bookings
 - a. Fees are to be paid in full at the time of enrolment for the enrolment to be processed.
 - b. No part payments for enrolments can be taken.
- b) Direct Debit
 - a. OSS enrolments are debited fortnightly in advance from your selected bank account and will show on your statement as “*Wagga Leisure*.”. There is a 7-day cooling off period from your first lesson. There is no refund for any monies paid in advance.
 - b. All direct debit customers are a perpetual booking, which means that unless you notify us you would like to cancel your direct debit - your booking will continue. To cancel you must provide 2 weeks’ notice and fill in the Direct Debit Cancellation form. Failure to cancel your Direct Debit in accordance with the required notice period will not entitle you to a refund.
 - c. All dishonoured payments will incur a \$10.00 penalty fee. More than 3 outstanding payments will result in cancellation of lessons. Any outstanding fees must be paid in full prior to re-joining the program.

Missed Lessons & Make Up Lessons

We allow two (2) make-up lessons per term, which expire at each terms’ conclusion. Cancelled enrolments will automatically forfeit any remaining make-up lessons.

A notice period of up to two (2) hours prior to commencement of class will apply to all absence reasons. Any absence notifications outside of the two (2) hour notice period will not be eligible for a make-up. We will not retrospectively apply make-up lessons for missed classes.

Class changes and make-up lessons can be managed and booked in your Client Portal.

If notice of cancellation of a make-up lesson is received at least two (2) hours prior to commencement of class, the make-up will be returned to your account. If a make-up lesson is missed or inadequate notice received, then this lesson is forfeited. Please note make up lesson are not always guaranteed as they depend on cancellations from other members and the availability of a free class to book.

Payments for missed lessons are non-refundable.

Class/Booking Transfers

Customers have access to one (1) transfer per term.

This could be a complete booking transfer, such as changing the day and time of the term booking, or, changing the booking due to going up or down a level during the term.

Cancellations

To Cancel lessons, a minimum of 7 days written notice is required (14 days for Direct Debit, as outlined above). Cancellations must be submitted using the official cancellation form – emails will not be accepted and cannot be used to backdate your cancellation request.

Refunds for advanced payments will only be issued in the case of:

- A medical condition (must result in 3 or more missed lessons, supported by a medical certificate covering those dates), or
- Relocating (you must be moving more than 50km from the Centre with documentation required).

Please note: During the notice period, missed lesson options (such as make-up classes or refunds) are not available unless one of the above conditions is met.

During the cancellation period you are not eligible for any missed lesson options (Make up lessons or refunds) unless a medical certificate or relocation documents are provided.

Behaviour

The OSS has a strict zero tolerance policy for rude, disrespectful, or unsafe behaviour.

For the welfare of everyone attending our school (students, parents, carers, and staff), patrons and participants of the OSS are expected to always follow the Oasis Swim School Code of Conduct.

If a child displays inappropriate behaviour in a class and disrupts other participants, a three-strike system will be implemented. On the first and second occurrences, the child will have a "time-out" period before being allowed to rejoin the class. On the third occurrence, the parent or carer will be asked to remove the child from the lesson.

Any adult who displays this type of behaviour will be asked to leave the premises immediately.

No refunds will be given for a lesson where a child or adult has been removed for not adhering to this policy.

Healthy Swimming and Swim Attire

To ensure a clean and safe swimming environment, please wear appropriate swim attire and shower before entering the pool.

For toddlers and babies, tight-fitting swim diapers and swimwear with elastic waist and leg bands are mandatory. Disposable and cloth diapers are not allowed. Non-compliance will result in being asked to leave the lesson to put on a swim diaper. Repeated non-compliance may lead to lesson cancellation.

Accidents can happen: Any accidents will lead to the pool being closed for at least 5 hours for cleaning and water quality treatment. This affects not only your lesson but also all subsequent lessons and community members wanting to use the pool.

Be mindful: The pool is a fun and warm environment, which can distract newly toilet-trained children. Regularly take your children to the toilet during your visit and ensure their aqua diapers are changed frequently.

Events

Please note that the Centre is a large multipurpose facility and may host sporting events throughout the year. During these times, there may be disruptions to the availability of the Centre for swimming lessons. The Centre will make every effort to accommodate all users, but some cancellations may be necessary. We will keep you informed of any potential disruptions or cancellations during your child's enrolment in the Swim School program.

Photography

You are permitted to take photos of your own child only. There cannot be any other patrons in the background of your photo. Camera usage is not permitted in the Centre's change rooms or toilet facilities under any circumstance

On occasion management will ask permission for you and your child/children to be involved in Promotional Material Photo or Video to be used for Online promotions, Video for teacher Training or Newspaper articles, if you do not wish your child to be involved in this please say so at the time your wishes will be adhered to.

Privacy

We are committed to protecting your privacy. The information requested is being collected by the Oasis Aquatic Centre for the purpose of processing your Oasis Swim School application, and any other directly related purposes.