

1. SwimMagic payment options are as follows:

- Direct Debit option, which allows regular payments to be made from the customers bank account at a weekly or fortnightly frequency, this option guarantees enrolment in the class on an ongoing basis.
- Lump Sum option of 12 weeks which requires full payment when booking classes, this option allows use of a credit card, cash or online payment direct to our company account.

2. SwimMagic is under no obligation to provide refunds should you miss lessons or wish to cancel paid lessons. Refunds/Credits will be provided under exceptional circumstances at the discretion of the facility manager.

- A medical certificate may be required.
- Credits must be used within SwimMagic 12 months from the date of issue.
- An administration fee of \$35 will apply to any refunds.
- Swimmers will receive 2 free swims to use each school term at your discretion, these are only valid during the school term & exclude the school holidays. These are not transferrable.
- Parent assisted classes (Magic Moments) are entitled to unlimited free swimming during the school term only. One parent + the baby/toddler enrolled.
- A casual swim discount applies to siblings & parents of enrolled SwimMagic swimmers, this is only valid when they are accompanying the student enrolled to the pools.
- Normal casual swim rates will apply in the school holidays for any casual swimming.

3. A 10% discount will be granted to families with three or more swimmers upon full payment of term fees.

4. Swimmers who are enrolled in two sessions per week in the SwimMagic Learn to Swim Programme will be offered 20% off their second weekly lesson.

5. SwimMagic lessons now run for 48 weeks of the year (please see over for more information)

- * At an additional cost during the school holidays a 'Holiday Programme' will be on offer.
- * Lessons will not run on Public Holidays, unless notified

6. SwimMagic aims to provide consistency in the programme, however if the need arises, we reserve the right to change instructor, modify lesson times and cancel any block of lessons at our discretion.

7. SwimMagic must be made aware of any medical issues that may affect our ability to teach your child/children effectively.

8. In the event of a pool closure during lessons, a dryland session will be provided where possible.

9. If your toddler or pre schooler is swimming before or after their regular lesson the swimmer and an adult must wear a 'red band' supplied by customer service or cafe to signify to life guards you are accompanying them. Please keep your little ones safe and within arms reach.

10. All swimmers must swipe their tag on entry – You will be issued a tag on joining, replacement tags will be \$3 each.