

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.

- Credits must be used within SwimMagic 12 months from the date of issue.
- An administration fee of \$35 will apply to any refunds.
- If a lesson is missed due to sickness and you are unable to provide a medical certificate, you may request up to 2 x free casual swim entries each school term for the child enrolled to come in and practice their skills in the water and enjoy a free play. Excludes the school holidays and are not transferable. Requests must be made to the SwimMagic office to verify missed lessons, they will then issue the swim pass for your child.
- 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.
- Make up lessons will be provided for extended sickness or injury where the swimmer is unable to attend for a number of weeks. A medical certificate will be required and any make up lessons will need to be used within 12 weeks of returning to lessons.

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)

- SwimMagic Suspensions must be requested 10 days in advance via the website form.
- All SwimMagic clients paying by direct debit are entitled to a minimum of one week to a maximum of four weeks suspension per calendar year.
- There is no charge for the first and second week and a charge of \$5 per week/lesson for the third and fourth weeks.

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/behavioural 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.