

Welcome to



Welcome to Swimgym Waiheke

Here is some general information to let you know how it all works. Please ensure you read it carefully.

When do I pay the fees?

- Fees need to be paid in full prior to the start of lessons.
- We accept internet banking into the account below, please use your child's name or Student ID (on the bottom of your Confirmation Letter) as the reference.
- The Bank Account No: 02-0214-0161459-00
- If payment is difficult for you, please see us as soon as possible—we may be able to arrange payment terms.

What do I do if I have to miss a lesson?

- We offer up to 2 credits (50% of lesson cost per missed lesson) per term for notified absences due to sickness or school camp only. You must contact us before the end of the session missed. **Email: swimwaiheke@hotmail.co.nz**
- Credits are deducted from your next term's fees. They cannot be carried over to terms beyond that or used by another swimmer.
- If you are going away or cannot attend a certain lesson, we do not offer makeup lessons.
- Pre-organised lessons during the term that are not attended must still be paid in full.
- If the pool is closed due to circumstance beyond our control we will offer you a credit (50% of lesson cost per missed lesson).

What do I do if I want to cancel lessons?

- If you need to cancel during the term due to sickness or an emergency, please talk or email our Administrator—swimwaiheke@hotmail.co.nz

What do I do if I have some concerns?

- Talk to the manager as soon as possible with any concerns or problems and we will do our best to help you. Remember, problems are much easier to solve if they are brought to our attention
- And, like any organisation, we appreciate your positive comments too—so if you like us feel free to come in and tell us!

Safety around the Pool

Your child's safety is important to us, and we look forward to a long relationship with them, so please abide by the following rules around the pool:

- Outside of the lesson time, caregivers are responsible for their child. Please be there to hand your child to the teacher at the beginning of a class and receive them at the end.
- Swimmers are not allowed into the teaching pool outside of their lesson time.
- Please keep swimmers away from the side of the pool until other swimmers have finished and exited their lesson.
- No running around the pool.
- Children should enter lessons once instructed by teacher or coach.

All lessons up to and including your cancellation date, regardless of attendance, must be paid in full. Refunds may be given in exceptional circumstances. Please **email swimwaiheke@hotmail.co.nz** to request your refund and providing any relevant medical certificates. **Caps, Goggles and the correct Swimwear must be worn in the pool at all times. Please note NO animals are allowed within the pool grounds unless they are specially trained assistance dogs**

