



SWIM PROGRAM TERMS AND CONDITIONS

By enrolling into a Sydney Uni Sport & Fitness ('SUSF') Swim Program, you acknowledge that you have read and agree (on behalf of you and/or your child(ren)) to the terms and conditions below. Any enquiries may be directed to swimschool@sport.usyd.edu.au.

Our Homeportal is used for ongoing enrolment, payment, grading and communication. Transactions involving credits or vouchers cannot be processed online at this time.

Please contact swim programs staff on 9351 8735 or swim reception for this service.

Deck Supervisors and swim program reception are primary points of contact during sessions.

APPLICATIONS

All applicants (except non-swimmers) must be assessed before joining any swim school program. For a free assessment please contact 9351 8735 or [email](#)

[Online pre-registration](#) must be completed prior to assessment.

PAYMENTS

Payment must be made in full at the time of enrolment. Government vouchers should be emailed to swim programs ahead of enrolment for redemption. Entry to the pool hall is permitted by way of membership card swipe. If payment has not been made, swipe passes will not permit entry. A \$10 replacement fee will be charged for lost cards. Fees are subject to change at any time and will be displayed on the website and at swim programs reception.

DISCOUNTS

SUSF offer a 5% discount for Learn to Swim participants siblings. Discounts cannot be combined. No other discounts are available for staff, students or any other programs offered by SUSF. The discounts offered are subject to change without notice.

REFUNDS & CREDITS

Refunds are subject to a 7-day cooling off period, after which a refund will not be offered unless the participant is totally incapacitated or moves more than 10km out of area. Refunds will not be given for partial attendance of any lesson, nor will make-up lessons be provided. Credits will be issued if participants miss four or more lessons due to illness or injury. These requests must be supported by a medical certificate covering the entire period of claim. Credits must be used for the subsequent term, unless by arrangement with management.

MAKE-UP LESSONS

2 complimentary make-up lessons are issued in terms 2 and 3. All make-up lessons are strictly subject to availability; no credits will be issued in lieu of make-ups. Absences should be advised in advance either via phone call or email. Requests for make-up lessons are taken between weeks 3 to 8 of the program and can only be arranged one week in advance. Make-up lessons must be completed in the term the classes were missed. No make-up lessons will be carried forward to the next set of sessions. Once booked, a make-up lesson cannot be rescheduled.

SUSF does not provide make-up classes for private lessons. 2 credits per term are offered where 12 hours advanced notice is given.



CONDITIONS OF POOL USE

The health, safety and well-being of all participants and staff are paramount. All participants and parents should follow safety guidelines and instructions given

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CONDITIONS OF POOL USE

The health, safety and well-being of all participants and staff are paramount. All participants and parents should follow safety guidelines and instructions given by any member of SUSF staff. All participants and parents must adhere to the SUSF Facility Code of Conduct. Breach of this Code may lead to termination of participation in the SUSF Swim Program. By completing and signing this application form you have read and understood the terms and conditions and the SUSF Facility Code of Conduct which is available at www.susf.com.au.

Patrons are advised that the pool is a lap pool not a leisure pool. No free play is permitted before or after classes. Participants may swim only if accompanied by a paying, in water, supervising adult.

Parents with children under 10 years of age must escort their children into the facility and remain with their child in view while the child is participating in lessons. Participants must use swipe cards to register attendance and enter the pool hall. Parents and guardians are expected to take full responsibility for their children upon entry to SUSF. SUSF does not take any responsibility for the supervision of children outside their allocated swimming lesson.



Sydney Uni
SWIMMING

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All relevant medical, behavioural or additional information must be declared at the time of registration.

Appropriate swimming attire is always required (no outwear or underwear, loose or ill-fitting swimwear is permitted).

SUSF reserves the right to refuse to allow participation of anyone suffering or displaying symptoms of any illness including but not limited to contagious diseases. If your child is suffering from a contagious disease or infection, please do not bring them to the facility. SUSF reserves the right to refuse entry to any child or adult.

Swim Program families are required to maintain appropriate behaviour whilst within SUSF premises. No running is permitted around the pool areas. No food or glass are permitted in the pool area.

No cameras or videography is permitted within the Centre.

SUSF does not accept responsibility for any items lost or stolen in and around the venue, this includes items placed in bags or lockers. SUSF asks that all valuables are not brought into the pool hall.

RELEASE

By enrolling, you agree that SUSF is not responsible for any injury or loss caused by or to a person whether bodily or to property arising from the activities of Sydney Uni Sport & Fitness, its servants, agents or employees or from any person's alleged or actual acts, omissions, negligence or other event. By enrolling, each person accepts that when participating in a competition they do so on the voluntary assumption of risk on their own behalf. Participants are encouraged to seek medical advice from their doctor before enrolling in any competition which may result in physical injury. You acknowledge that you or your child will be exposed to certain risks when participating in the SUSF Swim Program including, but not limited to, physical injury. You acknowledge and understand that if you or your child requires access to medication during lessons it is up to you or as the enrolling parent/guardian, to ensure ALL medications (e.g. asthma puffers, EpiPens etc) are accessible.

You authorise any representative of SUSF to obtain any medical assistance, treatment and transport for you or your child as deemed reasonably necessary. You consent to any such medical treatment and/or transportation for you or your child. You acknowledge and agree that you will be responsible for any costs associated with any such medical treatment and/or transportation.

PHOTOGRAPHY BY SUSF

By enrolling your child/ children, you acknowledge and consent to that authorised SUSF staff may take photographs of program participants, for use only in publicity and advertising. This consent is assumed unless you specifically contact SUSF and request no photography or add it as an additional need when enrolling. Any photography by any persons not authorised by SUSF is prohibited, including children attending the program as it is a breach of our Child Protection Policy. No refund of the program fee will be provided to participants removed if they breach this policy.



BEHAVIOUR GUIDELINES

All program participants have the right to be involved in a positive environment, maintaining positive relationships throughout; bullying, inappropriate comments or touching of any kind will not be tolerated. The health, safety and wellbeing of all participants and staff is paramount; all participants must follow safety guidelines and instructions given by any member of SUSF staff.

Should a participant feel their rights are not being maintained, they should approach our Deck Supervisor who will begin an investigation as soon as possible.

Actions for behaviour management

Failure for any participant to uphold the behaviour guidelines may result in the following:

- SUSF staff will remind the child/young person about appropriate behaviour and sport specific instructions.

- if inappropriate behaviour persists either:
 - supervision will be increased, for example bring the child/ young person closer to the coach, or
 - the participant may be removed from the group for a short time (5-10 minutes) to give them time to reflect on their actions.
- depending on the severity and persistence of the misbehaviour parents are contacted; and
- if a child's behaviour does not improve despite all efforts, SUSF may have to ask the parents to remove the child from the program. This is an extremely rare situation and would only ever be a last resort.

SUSF reserves the right to refuse or terminate enrolment if there is a breach of the Swim Program Behaviour Guidelines. Any costs incurred as a result of damaged property will be charged to the parent or guardian. No refund of the program fee will be provided to participants removed for behavioural reasons.

PRIVACY STATEMENT

SUSF (ABN 45 634 542 644) and its related or affiliated entities (including all affiliated clubs, programs, and competitions) may collect personal information and health information from you in accordance with the Privacy Act 1988 (Cth) and other applicable privacy laws.

SUSF may collect personal information about you including CCTV footage and photographs. By agreeing to these terms and conditions, you consent to SUSF:

- collecting health information about you, including and medical, behavioural, or additional needs or allergies that you have; and
- using your personal information to contact you about our brands, products, services, special offers, promotions, newsletters, online surveys, fundraising campaigns, alumni events, news and competitions.

SUSF collects and uses personal and health information about you to:

- provide you with services, operate our facilities and clubs, run our business and operations and fulfil our obligations.
- Communicate and manage our relationships with you.
- maintain and update our records; conduct marketing activities.
- carry out market data analysis, prevent or detect fraud or abuses, enable third parties to carry out functions on our behalf.
- maintain and develop our business systems; and
- assess your readiness for physical activity/exercise, ability to participate in programs, general welfare and to provide you with medical treatments as required.

We may also use photographs of you for publicity and advertising purposes and as part of the enrolment process parents/guardians' consent to allow their children to be photographed demonstrating teaching and coaching activities. These images may be posted on the Sydney University Swimming Program website, Instagram or Facebook page. No mention of a child's name will be made unless we contact the parent/guardian and gain additional consent. Should you not wish for your child to be photographed please email us or advise us in writing as part of your enrolment.

SUSF may disclose personal information about you to:

- related entities and affiliates of SUSF (including clubs);
- IT system administrators;
- medical and health providers who provide services to SUSF members or users of SUSF's services or facilities; and
- third party service providers and credit reference agencies or debt collection agencies if you default on payments due to or obtain payment from you.

You can request access to personal and health information held by SUSF about you and seek correction of such information. Please refer to the SUSF Privacy Policy on the SUSF website for information on how to do this. You can also refer to the Privacy Policy for information on how to complain about a breach of the Australian Privacy Principles by SUSF and how SUSF will deal with such a complaint.

If SUSF is not able to collect the personal and health information set out above, we may not be able to process your enrolment, allow you to participate in SUSF activities or deal with your enquiries.

Please feel free to contact SUSF on 9351 4960 or at admin@sport.usyd.edu.au if you have any questions about privacy. Also refer to our privacy policy on the SUSF website for more information.