



Sydney Uni Swimming – Holiday Intensive Swim Programs

Terms & Conditions

By enrolling in a Sydney Uni Sport Swimming Program, you acknowledge that you have read and agree (on behalf of yourself and/or your child/ren) to the following Terms & Conditions.

Enquiries: swimschool@sport.usyd.edu.au

Enrolments, grading, credits, and important messages are managed through our HomePortal. By enrolling, you agree to use this portal for program communication.

During sessions, Swim Deck Supervisors and Swim Reception staff are your first point of contact.

Applications

- All applicants (except non-swimmers aged 3+) must be assessed before joining.
- New swimmers must be assigned a level by admin before enrolling online.
- Participants must be fully toilet trained. Aqua Nappies are not permitted in the competition pool.

Program Payments

- All HISP program fees must be paid in full upfront.
- Government vouchers cannot be used for HISP.
- Participants must check in by swiping their membership card for pool entry.
- Lost cards incur a \$7.50 replacement fee.
- Fees are reviewed annually and displayed online and at Swim Reception.

Discounts

Sibling discounts apply only to Learn to Swim programs:

- 2nd child: 5% off standard price
- 3rd+ children: 10% off standard price
- Discounts are not available for squad programs.
- Discounts cannot be combined or applied to staff, students, or other programs.



- Discounts may change without notice.

Refunds & Credits

- Sydney Uni Sport operates a credit system only (no refunds for change of mind or lifestyle reasons).
- If Sydney Uni Sport cancels a lesson, program, or service, a credit or refund will be issued in line with Australian Consumer Law.
- Credits may be used for any Sydney Uni Sport service or product and do not expire.
- Credits will not be given for partial attendance or make-up lessons.
- Credits may be issued if 4+ consecutive lessons are missed due to illness/injury with a medical certificate.
- Refunds considered only:
 - within a 7-day cooling-off period, or
 - if the family moves more than 10km away.

Make-Up Lessons

- Make-ups are not available for HISP programs.
- No credits for missed private lessons.

Conditions of Pool Use

Sydney Uni Sport prioritises the health, safety, and wellbeing of all participants and staff.

- Children under 10 must be escorted by a parent/guardian, who must remain in view during lessons.
- Sydney Uni Sport staff provide duty of care only during scheduled lesson times. Before and after lessons, parents/guardians are responsible for their children.
- In an emergency, staff will take all reasonable steps to protect a child's health and safety.
- All staff hold a Working With Children Check (WWCC) and must follow the Sydney Uni Sport Child Protection Policy.



- The pool is a lap swimming pool; no free play is permitted before or after classes.
- Participants may swim outside lesson times only if supervised by a paying adult in the water.
- Children 7+ must use gender-specific or family change facilities.
- Sydney Uni Sport is not responsible for lost or stolen items — valuables should not be brought to the pool.
- No running, food, glass, cameras, or video recording in pool areas.
- Appropriate swimwear is required (no outerwear, underwear, or loose clothing).
- Relevant medical or behavioural information must be provided at registration.
- Sydney Uni Sport reserves the right to refuse participation or entry due to illness, behaviour, or safety concerns.

Medical Consent & First Aid

- Parents/guardians must provide all required medication (e.g., puffers, EpiPens) and ensure it is accessible during lessons.
- Staff are trained in basic first aid and CPR.
- Staff will not administer medication unless explicit written consent and instructions are provided by the parent/guardian.
- By enrolling, you authorise Sydney Uni Sport staff to seek medical treatment or transport in an emergency. Any associated costs remain the parent/guardian's responsibility.

Photography & Child Protection

- Sydney Uni Sport follows the NSW Child Safe Standards and Child Protection (Working with Children) Act 2012.
- Photography/videography by anyone other than authorised Sydney Uni Sport staff is strictly prohibited.
- Authorised photos for marketing/publicity require written parent/guardian opt-in consent at enrolment.



- Any breach is considered a violation of the Sydney Uni Sport Child Protection Policy and may result in removal from the program.

Behaviour Guidelines

- All participants have the right to a safe, positive environment. Bullying, inappropriate behaviour, or ignoring staff instructions will not be tolerated.
- Behaviour management may include:
 1. Reminder of appropriate behaviour.
 2. Increased supervision or short removal from activity.
 3. Parent contact if behaviour persists.
 4. Removal from program if unresolved (no fee refund).
- Damage to property may be charged to parents/guardians.
- Sydney Uni Sport reserves the right to refuse or terminate enrolment if the Behaviour Guidelines are breached.

Privacy Statement

Sydney Uni Sport (ABN 45 634 542 644) collects and manages personal and health information in accordance with the Privacy Act 1988 (Cth) and the Health Records and Information Privacy Act 2002 (NSW).

- Information may include CCTV, photographs, medical/behavioural details.
- Used for: program delivery, safety, communication, record-keeping, marketing, and operations.
- Images may be used in publications or social media only with prior consent.
- Information may be shared with affiliates, IT providers, medical providers, or debt collection agencies if required.
- For access or correction of information, see the Sydney Uni Sport Privacy Policy or contact admin@sport.usyd.edu.au.