



Holiday Intensive Swim Programs Terms & Conditions

By enrolling, you acknowledge that you have read and agree to the following Terms & Conditions.

All enrolments, credits, and communications are managed via the **Home Portal**.

Deck Supervisors and Swim Reception are your first point of contact during sessions.

Applications

- All swimmers (except non-swimmers aged 3+) require an assessment before joining.
- New swimmers must have their level assigned by admin before booking online.
- All participants must be fully toilet trained (no aqua nappies in the competition pool).
- Parents must provide all **medical and behavioural information at enrolment**.

HISP Program Payments

- Fees must be paid **in full upfront**.
- Government vouchers **cannot** be used for HISP.
- Check in by swiping your membership card; replacements are \$7.50.

Discounts

Sibling discounts apply to **Learn to Swim only**:

- 10% off for 2nd child
- 15% off for 3rd+ children

No discounts for squad programs.

Discounts cannot be combined or applied to staff/students. Subject to change.



HISP Withdrawal Policy

Due to limited places: **\$25 admin fee applies to all withdrawals.**

- > 7 days before start: Full credit minus \$25 admin fee
- < 7 days before start: 50% credit minus admin fee
- After program starts: No credit unless a medical certificate is provided
- Private HISP lessons: No refunds/credits/rescheduling for missed sessions
- Centre cancellations = credit or reschedule

HISP Credit System

Sydney Uni Sport operates a **credit-only system**:

- No refunds for change of mind or lifestyle reasons.
- No credits for partial attendance or make-ups.
- Credits issued only for 3+ consecutive missed lessons with a medical certificate.
- Credits may be used for any SUSF product and do not expire.
- If SUSF cancels a service, a refund will be issued per Australian Consumer Law.

Make-Up Lessons

- Make-ups are **not available** for HISP.

Conditions of Pool Use

- Children under 10 must be escorted by a parent/guardian.
- Staff provide duty of care **only** during lesson times.
- No free play before or after classes.
- Participants may swim outside lessons only with a paying adult supervising in the water.



- Children 7+ must use gender-specific or family change rooms.
- SUSF is not responsible for lost/stolen items.
- No running, food, glass, cameras, or filming in pool areas.
- Appropriate swimwear is required.
- Medical/behavioural information must be provided at registration.
- SUSF may refuse participation for illness, behaviour, or safety reasons.

Medical Consent & First Aid

- Required medications (puffers, EpiPens) must be supplied and accessible.
- Lifeguards are first responders.
- Staff will not administer medication without written consent.
- By enrolling, you authorise SUSF to seek emergency medical treatment; costs remain your responsibility.

Photography & Child Protection

- SUSF follows the NSW Child Safe Standards and WWCC requirements.
- Photography/videography by customers is prohibited.
- Marketing photos require written opt-in consent.
- Breaches may result in removal from the program.

Behaviour Guidelines

- All participants must follow staff instructions and behave safely.
- Steps may include reminders, temporary removal, parent contact, or program removal (no refunds).
- Damage to property may incur charges.
- SUSF may refuse or terminate enrolment for breaches.



Privacy Statement

SUSF collects personal and health information per the Privacy Act 1988 and HRIP Act 2002.

Information may include CCTV, photos, and medical details, used for safety, operations, and communication.

Images used only with consent. Information may be shared with relevant providers when required.

For access or corrections, contact [**admin@sport.usyd.edu.au**](mailto:admin@sport.usyd.edu.au)