



# LEARN TO SWIM TERMS & CONDITIONS

## Missed Lessons

EVO will do its best to arrange two 'make-up' lessons during swim terms when they are not at full capacity. To be eligible you must email or phone so we have a record of the absence.

Make-up lessons;

- Will be offered during the booked LTS swim term if possible (usually terms two and three). Sessions may include the holiday periods that follow immediately after.
- Cannot be offered during swim terms when the LTS programme is at full capacity (usually terms one and four). This may also apply to the holiday periods that follow immediately after.
- Can be booked from week three onwards, once the term has settled.
- Cannot be transferred to another term.

In the unfortunate event of a major injury or illness please discuss the options available with the LTS Coordinator.

## Cancellations

EVO reserves the right to cancel memberships at any time. If an individual chooses to cancel their membership they will need to fill out a cancellation form before it is actioned. Credit or refund requests will be assessed on a case by case basis.

## School Holidays

We do not run weekly classes during the school holidays; however, we do offer Holiday Intensive Lessons. These sessions provide a great way to fast track your child's progress over a short period of time.

## Parental Supervision

All children must be accompanied by a parent or guardian while they are at the pool or they may miss out on their lesson. Please guide children to and from the LTS areas promptly. This helps with the smooth running of our programme.

## Public Swimming

Children often get cold or tired if they have been swimming or playing in the pool prior to their lessons. This often results in poor performance while learning to swim. For this reason we ask that children stay out of the pool until their LTS session is over. Please do not be offended if your child is asked to do so.

## Illness and Swimming

Please do not bring your child to LTS if they are unwell and have any infections. Common ailments include; respiratory illnesses, stomach bugs and a variety of infections that may get worse or spread to others.

## Swim Caps

For hygiene reasons all swimmers must wear a swim cap during every lesson. The caps will also keep them a little warmer.

## Swimming Attire

Correct swimming attire is required at all times during lessons. This includes one piece togs for girls and speedos or jammers for boys. During the cooler months swimmers are permitted to wear tight fitting thermals or rash tops. Board shorts are not to be worn.

## Fees and payments

All fees are due by the start of each term. An invoice will be sent to you via email which can be paid in person poolside (with the correct amount please), via internet banking or by cheque. Any outstanding fees by week 3 of each term may incur a suspension of lessons.

## Lesson transfers

While every effort is made to accommodate requests for lesson transfers, it is dependent on available spaces. There is no guarantee that we can meet all requests.

## Lesson changes

EVO reserves the right to cancel or change classes and instructors. We strive to maintain consistency with our lessons, so if changes are necessary, we make every effort to ensure it is a smooth transition for our swimmers.

## Level Ribbons and Progress

Level Ribbons will be awarded to swimmers when they graduate a level. Swimmers will progress through the levels of the EVO LTS Programme as they develop the skills and confidence to do so. All members will be assessed during week 8 of every term.

## Behaviour Management

Every swimmer deserves the right to learn in a non-disruptive and safe environment. The behaviour policy is two verbal warnings then 'time out' if necessary, which means a child may miss out on a small part of their lesson. If the behaviour is considered dangerous to the swimmer concerned, other swimmers, or the instructor, the child will be immediately removed from lessons until further notice.