



TADPOLES SWIM SCHOOL

SWIM SCHOOL REFUND, CREDIT & MAKE UP LESSON POLICY

A refund or credit may be issued if one of the following conditions is satisfied:

1. You are unable to continue lessons due to moving outside of the Hawkesbury, Blacktown, Hills and Penrith Local Government Areas. The new address must have changed from the original enrolment address. Tadpoles Swim School will require a copy of an account, statement or document verifying the new residential address. A refund will be issued on receipt of documentation.
2. A Medical Practitioner has advised you that your child cannot continue swimming lessons at this point in time. Medical conditions must be verified in the form of a doctors certificate and clearly state that your child is unable to attend lessons for a minimum of 4 weeks. A **credit** will be issued upon receipt of proof from your doctor.
3. Compulsory school activity/commitments clash with swimming lesson times. A credit will be issued where a compulsory school activity clashes with a swimming lesson for a period of more than 3 lessons and whereby Tadpoles cannot offer an alternative lesson time.
4. Holidays. If you will be absent from swimming lessons due to holidays for a minimum of 4 weeks. A credit will be issued upon a signed statement by the parent or guardian and proof of same.

A refund or credit will not be issued when:

1. There is a clash with a non-compulsory school activity
2. Failure to notify the swim school office prior to non-attendance of lessons.
3. Where proof, is not provided to support your claim for a refund or credit.
4. An alternative class time can be offered.
5. For any other reasons other than listed above.

Procedure for requesting a refund or credit

Any request for refund must be made in writing to the Swim School Office. Applicable evidence must be presented when requesting a refund (ie: Doctors Certificate). Refunds and credits will only be effective upon receipt of this evidence.

All refunds will incur a 10% cancellation fee. The cancellation fee is based on the total fee paid on enrolment. All requests for credit and refund are subject to Management approval.

TADPOLES SWIM SCHOOL
6 ST JAMES ROAD,
VINEYARD NSW 2765
TEL: 0296272398 FAX: 0296271288
EMAIL: enquiries@tadpolesswimschool.com.au



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MAKE UP LESSON POLICY

Regular attendance of swimming lessons is imperative for progress of your child's aquatic education, and is always recommended. A make up lesson is a replacement class for a missed lesson. ***Make up lessons at Tadpoles are available in the case of parent and child classes and transition classes where parents are in the pool accompanying their child.*** Unfortunately we cannot offer make up lessons to students in other classes at Tadpoles Swim School.

Make up lessons for parent and child/ transition classes are available under the following circumstances;

- 1. Current Term Fees must be paid in full, by the due date to be eligible.**
- 2. Medical Considerations** – we will offer a make up lesson if your child is unwell and the office is notified **at least 2 hours prior to your allocated class.**
- 3. Other** – we will offer make up lessons if you are away for other reasons (such as holidays etc) **as long as the office is notified 1 week prior to the planned absence.**

To organise a make-up lesson please contact our office whereby you will be informed of make-up lesson availability. Organising a make up lesson **must be initiated by the parent** and taken on the booked date. If you cannot attend your make-up lesson you are required to telephone our Office (as in point 2 above) and rearrange your make-up lesson. If you do not turn up for your make-up lesson, and have not contacted our Office with 2 hours notice prior, you forfeit your make-up lesson. Tadpoles will only carry make lessons for 1 term beyond the current term unless a special arrangement with the office is made & agreed upon. Make up lessons cannot be guaranteed and will not be credited or refunded (as per Tadpoles Refund and Credit Policy)

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