



Li'l Stingers Swim School and Squad Terms & Conditions

Learn to Swim

Payment Policy

A non-refundable deposit of \$51 per child is required by Week 8 of the current term to secure placement for the following term. If a deposit is not received, your child's placement will be forfeited and offered to waitlisted students. Full-term fees or remaining balances must be paid during the first week of the term.

Rescheduling & Missed Lessons

1. Non-attendance must be reported through the Customer Portal App (SimplyPortal), available for download on the App Store.
2. Absences can be recorded for any reason but must be submitted at least two hours before the scheduled lesson to receive a makeup.
3. Makeup lessons can be booked up to two weeks in advance through the portal. Makeup lessons are subject to availability and cannot be guaranteed. Management reserves the right to reschedule makeup lessons as needed.
4. Missed makeup lessons cannot be rebooked and will be forfeited. All makeup lessons must be used within the same term, except in extenuating circumstances at management's discretion.
5. Missed or cancelled lessons are non-refundable. In cases where lessons are cancelled due to unforeseen circumstances (e.g., weather), makeup lessons will be provided.

Late Arrivals

Arriving more than fifteen minutes late disrupts lessons. If late, please do not join the class. Makeup lessons will not be provided for late arrivals.

Discipline Policy

Water safety and swimming proficiency are vital. Li'l Stingers Swim School enforces a three-warning policy for disruptive behaviour. If a child receives three warnings for misbehaviour, they may be removed from lessons. Parents must acknowledge that disruptive behaviour affecting the safety or learning experience of others will not be tolerated.

Public Holidays

Lessons do not run on public holidays. Fees are adjusted in advance for affected students.





Cancellation Policy

A minimum of two weeks' notice is required for cancellations. Refunds will be issued minus the two-week notification period. Once cancellation is processed, class enrolment ceases immediately.

Photography & Media Consent

Li'l Stingers Swim School may use images or videos taken during lessons for promotional purposes. Parents may not take photos or videos without written consent from all other parents in the class.

Changes to Class Times & Structure

Class schedules, levels, or structures may be adjusted based on enrolment or operational needs. Advance notice will be given where possible.

Instructor assignments may change due to staff availability, and no refunds or adjustments will be provided for instructor preferences.

Supervision Policy

Swimmers must be supervised at all times during lessons. This includes all attending children under 14yrs. Lesson drop offs are strictly prohibited.

Part-Term Enrolments

Students enrolling from Week 3 onwards will be charged a fee based on the remaining term duration and will not be eligible for the discounted full-term rate.

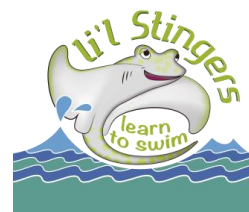
Private Lessons

Private lessons must be prepaid in full before sessions commence. Due to instructor commitments, makeups and refunds are not available for missed private lessons.

Poolside Safety

Children must not enter the pool before lessons to avoid disruption and safety risks. Sitting on the pool edge while lessons are in progress is prohibited. Parents/guardians must ensure children follow all safety rules.





Hygiene & Health Policy

Swimmers must not attend lessons if experiencing diarrhea, vomiting, fever, or contagious conditions. All non-toilet-trained children must wear approved swim nappies. Swimmers must shower before entering the pool to maintain hygiene standards.

Squad

Squad Fees

Fees are billed monthly, as sessions continue through holidays, except for scheduled Easter and Christmas breaks. Billing is adjusted accordingly.

- **Leopards & Mantas (Competition Squad):** Consistent training is required; no credits or adjustments will be made.
- **Tigers & Skates Squads:** Holiday absences must be notified via email **before** billing to avoid full-month charges. Adjustments requested after billing will incur a \$20 administration fee.

Training schedules remain as consistent as possible. However, minor disruptions may occur during the competition season (October to April). Management will strive to minimise interruptions. For extended illness or extenuating circumstances, please speak with management.

Training Expectations

As training intensity increases, swimmers are expected to take responsibility for their performance and attendance.

Public Holidays

Squad sessions may be scheduled on public holidays at the coach's discretion.

Photography & Media Consent

Woree Sports & Aquatic Centre reserves the right to use images or videos taken during squad sessions for promotional purposes.

Supervision & Drop-Off Policy

Swimmers under 14 must be supervised outside of squad sessions. Drop-off and pick-up should occur no more than ten minutes before or after a session.





Practice Outside Squad Sessions

Swimmers enrolled in monthly billing can access the pool for practice at a discounted \$2 entry fee on non-session days. This policy does not apply to adults.

Additional Terms

Behaviour & Facility Rules

All swimmers must adhere to pool rules. Management reserves the right to take action if behaviour disrupts training or affects safety.

Aggressive or inappropriate behaviour toward staff, instructors, or patrons will not be tolerated. Management reserves the right to remove individuals from the premises.

Facilities, including changerooms and waiting areas, must be respected. Any damage caused by swimmers or guardians must be paid for.

Liability Waiver

While Li'l Stingers Swim School prioritises safety, swimming involves inherent risks. Participants acknowledge that Li'l Stingers Swim School, its staff, and Woree Sports & Aquatic Centre are not liable for injuries, accidents, or personal losses occurring.

Medical Disclosure

Parents/guardians must disclose any medical conditions (e.g., asthma, epilepsy, allergies) that may affect participation.

All swimmers must comply with Queensland Health's Water Quality Guidelines.

Li'l Stingers Swim School reserves the right to update these terms as necessary.

I confirm that I have read, understood, and accepted all Terms & Conditions and agree to abide by them.

