

## EMMA'S BABYSWIM (EBS) TERMS AND CONDITIONS (2026)



### Enrolment

- Invoicing
  - A Direct Debit agreement is required upon enrolment at Emma's Babyswim. If you would prefer to pay in full, you may do so on the first week of swimming.
  - An active Direct Debit agreement:
    - Confirms you have agreed on the day, time and venue offered for the classes.
    - Confirms you accept the Terms and Conditions as published on the website.
    - Guarantees your child/ren's place in the class.
  
- Change of Day/Time (subject to availability)
  - You will need to inform EBS if you wish to change the day or time at the earliest convenience via email/phone/in person.
  
- First Time Enrolment
  - You will receive a Free Trial or first free class upon enrolment. If you chose to trial the class before enrolling, the class you choose to trial in will be your allocated class moving forward. Your space will be held in that trial class for 30 minutes after your lesson.

### Make Up Classes

- If you are unable to attend a lesson and provide at least 2 hours notice, a make up lesson will be applied to your account.
  
- Make up lessons must be booked within 90 days of missed class and with a current enrolment.
  
- Make up lessons are not transferable to siblings.
  
- We do not guarantee availability of make up spaces.
  
- Credits cannot be given in place of make up lessons.

## **Cancellations**

- Two weeks written notice is required should you wish to cancel your enrolment.
  - If you wish to return at a later date, previous fees owing on your account must be paid before enrolling into a new class.

## **Safety and Wellbeing**

- Swimming at EBS is prohibited if you or your child present with any of the following:
  - Open cuts/wounds/ringworm/tinea;
  - Colds/coughs/flu/viral infections/runny noses;
  - Bodily discharge; conjunctivitis and urinary tract infections;
  - Symptoms of Gastroenteritis; vomiting/diarrhoea must be cleared for at least 48-72 hours;
  - COVID-19
- EBS reserves the right to request a doctor's clearance for any of the above.

## **Parental Supervision**

- Parents/guardians are responsible for their own children's safety at all times outside of their scheduled lesson
- This includes in the carpark, showers/change rooms and on pool deck.
- Parents/guardians with children not involved in a lesson are entirely responsible for their care and safety.
- Children under 12 years of age must be actively supervised by a parent/guardian (over the age of 16 years) at all times.
- Parents/guardians are required to remain onsite with their children at all times.
- Parents/guardians and children are only permitted in the water during their lesson, please exit the pool promptly after your class and only enter the water when your teacher advises.
- EBS is not liable for any loss (property), personal injury or death which occurs before, after or during swim lessons.

## **Photography and Video**

- Photographing and videoing your child during class is strictly not permitted without consent from the manager. Upon consent, you agree that:
  - Any photographs or videos taken must only include your child.
  - Cannot be used for publicity or internet use in any way without written permission from EBS.
- On occasion, EBS will videotape your child's lesson for internal training purposes.
  - Where possible, notification will be given by SMS and parents have the right to withdraw children from the lesson in question and a credit or make up class will be given.
  - Any photographs or videos taken by EBS during class may be used for training, promotion or other purposes.

## **General Conditions**

- EBS reserves the right to restrict enrolment or ask anyone to leave the pool or pool area at any time based on health and safety policies or inappropriate behaviour.
- Any person brought to the venue is entirely your responsibility and done so at your own risk.
- All property and valuables left in the venues, change areas or outside is left at your own risk. EBS does not accept any responsibility or liability for the loss or damage to personal possessions.
- Inappropriate behaviour may result in a ban from the centre and all other centres in the John Sugden Swim School (JSSS) group