



Wharenui Learn to Swim Terms & Conditions

1. General

1.1. In these terms and conditions, you refers to the mini-squad or learn-to-swim member (or the parent, guardian, or caregiver where relevant). We, us, or our refers to Wharenui Swimming Club.

1.2. These terms and conditions apply to all Wharenui Swimming Club programmes. By making payment, you accept these terms and conditions.

2. Booking

2.1. All lesson bookings are accepted on a first-come, first-served basis. Existing members are offered spaces in classes first.

2.2. Bookings are confirmed once payment has been received.

2.3. Bookings open for all members one week before the end of each term.

2.4. While every effort will be made to accommodate requests for lesson transfers, these are subject to availability and cannot be guaranteed.

2.5. Class sizes are limited:

- Mini-Squads: maximum of 8 swimmers

- Learn to Swim 1: maximum of 4 swimmers

- Learn to Swim 2–5: maximum of 6 swimmers

2.6. You must notify Wharenui Swimming Club of any medical conditions, disabilities, learning, or additional needs, as well as any other information that may help us in teaching you or your child to swim.

3. Cancellations, Make-Up Lessons & Refunds

3.1. We reserve the right to cancel any programme with insufficient enrolments. If this occurs and no suitable alternative can be arranged, you will receive a full refund.

3.2. Make-up lessons or credits are only available for sessions missed due to illness or injury within the same school term. A medical certificate from a health professional must be provided. Make-up lessons or credits do not carry over into subsequent terms.

3.3. Refunds are not generally offered. The Manager may consider refund requests on a case-by-case basis, but approval is not guaranteed.

3.4. Taking holidays during the school term does not entitle you to a reduction in fees or to make-up lessons, as fees secure your child's space in the class for the entire term. You must notify the Manager in advance if you plan to travel during the school term.

4. Closure of Facilities

4.1. At times, parts of the Wharenui Sports Centre may need to close for repairs, maintenance, refurbishment, or health and safety reasons. If your swimming lesson is cancelled as a result and you have paid in full, you will receive a credit for the value of that lesson to be applied to the following term.

4.2. The Wharenui Swimming Club closes for statutory holidays. You will not be charged for lessons that fall on a statutory holiday.

5. Data Collection & Privacy

5.1. You must provide correct contact details (including name, phone number, postal address, email address, and emergency contact) and keep this information up to date.

5.2. All personal information collected will be held in accordance with the Privacy Act 2020 and our Privacy Policy. It will only be used for purposes related to the operation of Wharenui Swimming Club.

5.3. We will take all reasonable precautions to protect your privacy. You have the right to access and request correction of your personal information at any time.

6. Photography & Recording of Lessons

6.1. We may take general photographs or videos of our facilities at any time. If you or your child appears in these, you agree that we may use the material for marketing and promotional purposes. You will not have any rights or copyright over such material. You release Wharenui Swimming Club, the photographer or filmmaker, and their licensees/assignees from any claims or demands in connection with its use.

6.2. You may not take photos or videos of anyone other than your own child.





6.3. Photography is strictly prohibited inside changing rooms. Any breaches should be reported to pool staff immediately.

6.4. CCTV is in operation at the Wharenui Sports Centre.

7. Equipment, Facilities & Personal Property

7.1. All facilities and equipment must be used correctly and only for their intended purpose. If you are unsure how to use equipment, please ask a Wharenui staff member before use.

7.2. You are responsible for any damage caused to facilities or equipment through negligence or deliberate action.

7.3. Personal property brought onto the premises is your responsibility and at your own risk.

7.4. We are not liable for loss or damage to personal property, except where such loss or damage is due to our negligence.

8. Pool Rules & Hygiene

8.1. By enrolling in any programme, you agree to abide by all Wharenui Swimming Club rules and policies.

8.2. Swimmers must not enter the pool before their lesson begins. Parents/caregivers are responsible for children's safety outside scheduled lesson times.

8.3. Diving or jumping into the pool is not permitted from the shallow end or at either end of the Learn to Swim pools.

8.4. Swimmers must shower before entering the pool.

8.5. Swim caps must be worn at all times by swimmers over the age of three, including during lessons.

8.6. Appropriate swimwear must be worn. Casual clothing is not acceptable. Thermals or rash tops are discouraged.

8.7. Children under three years must wear swimmer nappies.

8.8. Do not bring your child to lessons if they are unwell or have any infections.

8.9. Children must not attend lessons if they have experienced diarrhoea within the last two weeks.

8.10. All swimmers have the right to learn in a safe, non-disruptive environment. Our behaviour policy is:

- Two verbal warnings, followed by a short 'time out' if necessary.

- If behaviour is dangerous to the swimmer, others, or the instructor, the swimmer will be removed from lessons until further notice.

9. Fees

9.1. Programme fees must be pre-paid before the start of each term.

9.2. To secure your enrolment for the following term, payment must be made before your last lesson of the current term.

9.3. Any payment plans must be approved by the General Manager.

10. Other

10.1. We reserve the right to change our fees at any time, with at least 14 days' notice (by email and via notices at the pool or on our website).

10.2. Conditions are subject to change and will be updated here.

10.3. Timetables may be changed from time to time. If this affects your lessons, reasonable advance notice will be provided.

10.4. We may terminate your enrolment immediately if you breach these terms and conditions. No refund will be provided in this case.



Per aquam ad gloriam

Through water to glory