



ADULT GROUP LESSONS

TERMS & CONDITIONS

Terms and Conditions

1. It is a condition of entry to establishments operated by Nepean Swim & Fitness Pty Ltd that you agree to abide by the rules of entry and have read and accepted the Terms & Conditions and Payment & Cancellation Policies. Also, you must abide by all warning notices that are displayed at our facilities.
2. All children must be always supervised by an adult whilst visiting our facilities.
3. Non toilet trained toddlers must wear an aqua nappy or similar whilst they are in the water. If an accident does occur or if a child is sick the parent / guardian of the child is responsible for cleaning up any such accidents.
4. Glass bottles and containers are not to be brought into the pool area and please use the rubbish bins provided.
5. In case of an emergency, please follow the instructions from one of our staff. Please note your nearest exit.
6. Please ensure that all valuables are secured. We accept no responsibility for any loss. Motor vehicles are parked at your own risk whilst visiting our facilities.
7. Absolutely no running anywhere within the centres. Exercise caution when walking in all wet areas.
8. Children not involved in a lesson or organized session are not permitted to be in the water, including on stairs, ramps and ledges. Also do not place children attending swimming lessons in the water until the scheduled start of your lesson and only when the instructor is in the water and finished with the children from the previous class.
9. If you, your child or other person who is in your care or control has a medical condition which may involve increased risk by being engaged in swimming or associated activity including but not limited to illness or conditions such as epilepsy, cardiovascular conditions, diabetes or pregnancy that a medical clearance be obtained by the entrant that it is safe to involve themselves in this recreational activity, and that the applicant has sought that advice and has approved your involvement in this recreational activity.
10. A condition of entry to our facilities requires that the entrant recognises that there are risks involved and associated with swimming and water related activities and that Nepean Swim & Fitness Pty Ltd, its servants and/or agents shall not be responsible for any loss, damage or injury suffered or occasioned by yourself, your children or those persons in your care and control as a consequence of entry upon our premises and/or the use of any facilities, equipment or programs within our premises or adjacent areas. This disclaimer of liability extends to Nepean Swim & Fitness Pty Ltd, its servants and/or agents to the extent permitted by law.

Payment & Cancellation Policies

Payment Policy

1. All lesson fees are due and payable at the time the bookings are made.
2. If payment is not made at the time of the booking, your booking will not be processed.
3. Payment to be made via our app with Credit card, Amex, and debit card.

Cancellation Policy

1. Cancellations with 7 days or more notice prior to the commencement of classes are entitled to a full refund.
2. Cancellations in the week prior to the commencement of classes, up to and including Tuesday, are entitled to a 50% refund.
3. Cancellations on **THE DAY** of the commencement of classes are **NOT** entitled to a refund.
4. Once an Adult Group Lesson program has commenced, irrespective of the number of days involved, there will be **NO** refunds due to cancellations.
5. If a class cannot be attended due to a **disruption to lessons caused by pool closures, emergencies, power outages**, etc. that are deemed to have been the company's responsibility then the customer is entitled to a credit on the next Adult Group Lesson program for each missed lesson.
6. Participants will also receive a 10-visit public swim pass to practice in public swimming time at Nepean Aquatic Centre.

* These Terms & Conditions and Policies are subject to change at any time. Any changes will be published via our social media platforms and on our website.

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Download the app from the Apple or Google Play store. When first opening the app, use organization code: **nepeanswim.**

Let's get started!

Access our online parent portal on your mobile device or desktop from app.iclasspro.com/portal/nepeanswim.

EXISTING CUSTOMER: Log in with the email address you have registered with us to access your customer account. AS YOU HAVE AN ENROLLMENT WITH US, YOU ARE AN EXISTING CUSTOMER – PLEASE DO NOT CREATE A NEW ACCOUNT.

Click on 'forgot password' to create your password. You can now download the app and do all from your MOBILE phone

NEW CUSTOMER: create an account with your email, verify your email and enter your personal information (name, phone, password & address). Accept terms and conditions.

From now on, you can login with the email you registered with.

Upon your first visit:

1. There are a few family and student policies which will pop up. Acceptance of some of these policies are required and are a condition of enrolment into our programs or entry into our venues. If you don't accept the required policies, the app will not function correctly. Some of the student policies are optional.
2. Please add your Direct Debit information in the account section. Entering your current direct debit details forms part of our terms and conditions of enrolment into our program. You can provide credit card details or bank account details. You can update your direct debit details at any time.
3. Please take your time to familiarise yourself with the app and update any of your details.

If you find that you've forgotten your password, you can click "forgot password" under the login area and enter your email address to have a link sent to you to reset your password.

For more information visit www.nepeanswim.com.au

