

Next Gen Swim Academy – Terms & Conditions



GENERAL CONDITIONS

All Next Gen Swim Academy participants must abide by the Next Gen Health & Lifestyle Clubs Conditions of Entry, including the Club Rules. These are available at www.nextgenclubs.com.au/policies. Management reserves the right to refuse entry or request any person to leave the premises if they do not behave in a responsible manner, use abusive language, are under the influence of drugs and/or alcohol, or fail to adhere to the Conditions of Entry. Every effort will be made to adhere to the timetable; however, Next Gen Health & Lifestyle Clubs reserves the right to change or alter classes as necessary.

ENROLMENTS

The Next Gen Swim Academy runs a perpetual program, with lessons operating 48 weeks per year. Lessons run continuously, including during school holidays. There is a four week break over the Christmas and New Year period, and these dates will be communicated in advance. Enrolments are ongoing, and students retain their place in the program until a cancellation request is submitted. The minimum enrolment term is 12 weeks. Participants may join the program at any time throughout the year.

PAYMENT OF FEES

Payment for lessons is made via fortnightly direct debit from a valid credit card or bank account. A one off \$20 administration fee per family applies upon enrolment.

SUSPENSION PERIODS

Participants may apply to suspend their lessons for up to a maximum of six weeks per calendar year. The minimum suspension duration is two weeks. You must provide one full direct debit period's notice.

CANCELLATIONS

Upon completion of the 12 week minimum period, participants may cancel their ongoing direct debit enrolment by providing one full direct debit period's notice. Cancellations must be submitted using the official Next Gen Swim Academy Cancellation Form. Cancellations take effect at the end of the applicable direct debit period. Refund requests will only be considered under exceptional circumstances and are at the sole discretion of the Club.

MISSED LESSONS

To keep the Swim Academy running smoothly and to ensure fairness for all families, we do not offer make-up lessons for missed classes, including those missed due to illness. We understand that children get sick from time to time, and occasional absences are a normal part of the learning journey. If your child experiences a long-term medical condition that prevents them from attending lessons for two weeks or more, please speak with our team. With a medical certificate, we may be able to temporarily suspend your enrolment for the affected period.

ASSESSMENTS

To determine the appropriate class level, all students will receive a free in class skills assessment at the commencement of enrolment. Subsequent assessments will be conducted on an ongoing basis, allowing students to progress at their own pace. All level progressions will be determined by the instructor, in consultation with the Swim School Coordinator.

PROGRESS

Students will progress through the stages of the program as they achieve the required skills for each level. The rate of progression will be assessed individually.

PRESENTATIONS

The Club will hold three presentation events each year. Certificates will be awarded based on assessment outcomes and individual progression. Dates for presentation events will be communicated in advance.

CLUB ACCESS

All participants must swipe or present their membership card at reception each time they attend a lesson. If a card is misplaced, the Club must be notified immediately. Next Gen Swim Academy enrolment provides access to the aquatic facilities, lounge, and changing rooms for the duration of the lesson while in the direct company of a supervising adult. Access is non exclusive, and Club members may use the aquatic facilities at the same time as scheduled lessons.

SUPERVISION

Parents and guardians must not leave children unaccompanied at any time while in the Club, including during lessons.

Children aged 0–5 years: Must remain within arm's reach.

Children aged 6–10 years: Must remain close, with constant visual supervision.

Children aged 11–14 years: Must be visually supervised while in the water.

Children aged seven and over are not permitted in changing rooms of the opposite gender. Parents may use the Family & Accessible changing rooms if required.

HEALTH & WELLBEING

Appropriate, clean, and suitable swimwear is required for entry to the aquatic facilities. Participants are requested to shower before entering the pool. Children up to 24 months of age must wear swimwear with elastic waist and leg bands or approved "aqua nappies." Disposable or cloth nappies are not permitted. The use of goggles and swim caps is recommended.

SCHOOL HOLIDAYS AND PUBLIC HOLIDAYS

The program operates for 48 weeks from January to December, including during school holidays. Lessons are not held on public holidays. If a scheduled lesson falls on a public holiday, an alternative lesson time may be offered within the same week. The program does not operate over the Christmas–New Year period. Program break dates will be communicated in advance.