C&M Aquatic Centre

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www.cmaquaticcentre.com.au
contact@cmaquaticcentre.com.au

Terms & Conditions

Bookings and Payments

- Swimming lessons are booked on a perpetual basis.
- Perpetual bookings are paid by monthly direct debit.
- Direct debit customers initially pay a pro-rata amount from the date of booking until the 10th of the month by EFTPOS/Cash. Subsequent payments will then be by monthly direct debit.
- Direct debit payments are processed on the 10th of each month from the account nominated by the customer. Direct debit details must be entered and maintained by the customer via the UDIO app.
- Guaranteed bookings are subject to payment being received in advance. Bookings without successful payment will be cancelled.
- **Direct debit payments do not include public holidays or the July School Holiday and Christmas closure period.**
- All School Holiday Swim Camps, Swim Clinics, and other school holiday activities must be paid in full at the time of booking. C&M Aquatic Centre reserves the right to cancel any program; in such cases, payments will be credited to your account.
- C&M Aquatic Centre reserve the right to cancel bookings if non-attendance for 4 consecutive weeks without notification. Lessons missed are non-refundable.
- All payments to the Centre are non-refundable.

Fees and Charges

- Fees and charges are subject to review and may be changed. In the event of a price change C&M Aquatic Centre will provide at least one months' notice by email.
- An active booking and pro-rata must be in place to redeem any Government vouchers.
- Enrolments and payments cannot be assigned or transferred to another student including remaining make up lesson vouchers.

Cancellation

- **Cancellation of Swimming Lessons:** A completed cancellation form, available from reception or on our website, must be submitted to C&M Aquatic Centre to discontinue swimming lessons.
- **Direct Debit Cancellation:** Cancellation forms must be submitted before the 10th of the month for Direct Debit payments to cease in accordance with the cancellation schedule. Forms received on or after the 10th will take effect from the 10th of the following month.
- **Medical Absences and Credits:** In the event of a medical absence, C&M Aquatic Centre must be notified at least two (2) hours before the student's scheduled lesson. To be eligible for a medical credit, a valid medical certificate must be submitted to the Centre within seven (7) days of the missed lesson. Both requirements must be met for a medical credit to be issued.
- **Credit Validity:** Medical credits are valid for six (6) months from the date of issue. Any unused credits will automatically expire after this period.

Make Up Lessons

- To be eligible for a make-up lesson, notification must be provided at least **two (2) hours prior** to the student's scheduled lesson via the parent portal, answering machine, text message (0437 286 784), or email (contact@cmaquaticcentre.com.au). Notifications received through any of these methods within the required time frame will qualify for a make-up lesson.
- Only **ONE** make up lesson **per month** per position.
- A make up lesson is only valid for 30 days after the lesson has been cancelled.
- If the make up lesson is not attended, that lesson will be forfeited with no refund.
- Make up lessons are not guaranteed and cannot be rescheduled.
- Unused make up lessons will be forfeited if booking has ceased.
- No make up lessons apply for school holiday programs including Swim Camp or Swim Clinics.

Classes

- C&M Aquatic Centre reserves the right to consolidate classes at any time.
- C&M Aquatic Centre will aim to keep the same teacher for your child's lessons, but teachers may change without notice.
- Check-in is required upon entry using the Customer Portal to register student's attendance.

Health, Safety & Supervision

- Appropriate swimwear must be worn at all times while attending lessons.
- Cotton T-Shirts and inappropriate swimming material are not permitted to be worn in the pool.
- Swim caps must be worn at all times during lessons (excluding parent and baby classes).
- Aqua nappies must be worn by babies and toddlers that have not been toilet trained.
- All children under the age of 10 must be accompanied and supervised by a responsible adult over the age of 18 at all times.
- Parent/guardians must be present for the duration of their child's swimming lesson.
- Parents or guardians are required to provide written notice to C&M Aquatic Centre about any pre-existing injuries, medical conditions or health issues that might affect their child's progress or impact other students.
- If you or your child are unwell please do not attend the Centre (refer to Make Up Lesson policy).
- Students participating in swimming lessons who are identified as unwell by our staff will be kindly asked to exit the pool area in the interest of the health and safety of all.
- School aged children are not permitted to use the opposite gender's change rooms and toilets. Unisex toilet is available in the café area.
- Children are not permitted to enter the pool without the instructor's permission and presence.

Communication

- Preferred method of communication is email. All changes to terms and conditions, updates, promotions and newsletters will be distributed by email.
- C&M Aquatic Centre must be updated by customers of any changes to their personal details relating to enrolment.
- Our answering machine is consistently active; please leave a message, and we will promptly return your call.
- Emails can be sent to **contact@cmaquaticcentre.com.au**

Photography

- Strictly no photography or videoing in the Centre.
- C&M Aquatic Centre reserve the right to take photos or videos for surveillance, marketing and for training purposes.

Privacy Policy

- In accordance with the Privacy Act 2001 all information collected by C&M Aquatic Centre is only used for the purpose and nature of the program. C&M Aquatic Centre will not disclose any information to a third party unless prior consent is given by that customer.

Version 9 - updated 16 October 2026