



## Fastlane Swim School Important Information and Terms & Conditions

From April 1st 2023

Ongoing Monthly Lessons			4 week month	5 week month	Ongoing Monthly Timetable		
Children group lessons			\$68	\$85		<b>Children (5+)</b>	<b>Adult</b>
Children private 1:1 lessons			\$160	\$200	<b>Mon</b>	3:30 - 7 pm	1 - 1:45 pm & 5 - 7 pm
Children private group lessons			\$120	\$150	<b>Tues</b>	3:30 - 7 pm	
Adult Group Lessons			\$120	\$150	<b>Wed</b>	3:30 - 7 pm	
Adult private 1:1 lessons			\$160	\$200	<b>Thur</b>	3:30 - 7 pm	TBC
<b>Holiday Block Course</b>			<b>5 day course</b>		<b>Fri</b>	3:30 - 7 pm	7 - 9 am & 1:30 - 3:30 pm
Children group holiday block course			\$85		<b>Sat</b>	9 am - 1 pm	
Children/adult private holiday block course			\$200		<i>Please note: Timetable is subject to levels, availability and change</i>		

### Services

At Fastlane Swim School we are passionate about every aspect of swimming and safe activity in water. We provide a fun and enjoyable learning environment for all ages 5 + to build confidence and develop lifelong water skills. For all new swimmers aged 5 - 15 joining group classes, a free swim assessment is required.

### Programing of Lessons

Lessons are ongoing throughout the year, continuing through the school holidays for maximum progression. All lessons automatically roll over each month on the same day and time. Swimmers can start lessons at any point within the month if we have spaces available. No lessons take place on public holidays or over the Christmas/new year break.

Fastlane Swim School reserves the right to change the class times and teacher at any point. If Fastlane has to cancel or change your lesson for any reason you will be notified via email, phone or text. A makeup or credit will be issued in these circumstances.

### Notice of Withdrawal

If you wish to cancel your booking you must notify us via email by the 25th of the month prior to the next month of lessons. Lessons can then be rebooked online once you are ready to return provided there is availability. Once your lessons have been rolled over to the following month you are responsible for making the full monthly payment.

### Health & Safety

Safety of children and swimmers at Fastlane Swim School is a high priority. Please ensure you do your bit so that we can achieve this. All children under 13 years must be accompanied to their swimming lessons by an adult. Caregivers and parents are fully responsible for their children at all times in our facility. Children should not enter the water before their class and must depart the water at the completion of their lesson unless a LTS practice lane is open. If a swimmer has been vomiting or had diarrhea within 48 hours swimming is not permitted



### **Payment**

All fees are raised on the 1st of each month and must be paid prior to the first lesson via internet banking or at reception. If payment is not arranged by week 2 all lessons will be cancelled and your booking will be filled. Lessons missed must be paid, however, if we are notified of absence prior to the lesson via customer portal, phone or email, one makeup lesson will be added to your account. (SEE MAKEUP LESSON POLICY BELOW)

To secure an adult lesson or holiday program slot full payment must be made within 24 hours of receiving the invoice. **No refunds or credits are given once lessons are booked and paid for under any circumstances, including changes of government rules and restrictions on business operation.**

### **Makeup Lesson Policy**

Fastlane Swim school must be notified **6 hours prior to lessons** if a swimmer can not attend their lesson. The notice must be given through our customer portal, phone or email. All swimmers can receive one makeup lesson voucher per month (bookings are subject to availability). Makeup lessons can only be booked 5 days in advance.

Please note:

- Customers must initiate booking of makeup lessons, by booking via the customer portal or contacting Fastlane Swim School
- Makeup lessons are valid for 1 month from the lesson date of cancellation
- Makeup lessons can only be claimed if all fees have been paid.
- Once you are booked into a makeup lesson this booking can not be changed.
- If you do not show up for your makeup lesson it is automatically forfeited.
- Credit will not be given instead of a make up lesson.
- No makeup lessons are provided for block holiday courses or special offers

*In some circumstances if a swimmer is unable to swim for a prolonged period of time a 50% credit can be given from the date we are notified with a medical certificate.*

### **Changing Rooms**

Children must be supervised in using the changing rooms at all times. Please be courteous to others using this shared space for changing.

### **Swimwear**

Swim caps must be worn in the water at all times. Appropriate swimwear must be worn. Avoid baggy swimwear as it creates drag which can disadvantage a swimmer and hinder progression.

### **Photography**

Some swim lessons may be photographed and these images may be used for Fastlane Fitness marketing. If you wish for images not to be taken of your child please get in touch. If you wish to take photos of your child's lesson, please first contact us for permission out of respect for our teachers and the other families in the facility.

### **More Info**

For more general information regarding swim levels, bookings, parking, FAQ and more please sign up for our customer portal. Our customer portal link can be found via our website <https://www.fastlane.kiwi/swim-school/>

### **Acceptance of Terms and Conditions**

By booking lessons with Fastlane Swim School, you are accepting our terms and conditions. Please note these terms and conditions are subject to change.

### **Contact Details**

Feel free to contact us at any time. We are happy to help. Email: [Swim@fastlane.kiwi](mailto:Swim@fastlane.kiwi) Phone: 07 839 0886