

Fastlane Swim School Important Information & Terms and Conditions



FASTLANE
FITNESS

Swim Lesson options	*(30 minute lessons, unless stated otherwise)*	Price per person
Children group lessons	(10 week term)	\$150
Children individual lessons	(10 week term)	\$250
Children private group lessons	(10 week term)	\$175
5 adult private lessons		\$125
5 adult group lessons		\$100
One off private lesson		\$30
One off 1 hour private lesson		\$50
Children/adult group holiday block course	(5 days)	\$75
Children/adult private holiday block course	(5 days)	\$125

Programing of Lessons

- Lessons run in conjunction with the school terms. Term lessons stop during the school holidays and resume the following term.
- Lessons automatically roll over on the same day and time, unless we hear from you otherwise.
- No lessons on public holidays. If your lesson happens to coincide with a public holiday, there will be no charge for the lesson.
- Holiday block courses are offered during the holidays.
- Fastlane Swim School reserves the right to change the class teacher at anytime.
- If Fastlane has to cancel your lesson during the week for any reason you will be notified. We will add a credit for the lesson to your account.

Health & Safety

- All children under 13 years must be accompanied to their swimming lessons by an adult.
- Children should not enter the water before their class and must depart the water at the completion of their lesson.
- Please encourage your children to **walk** around the pool area.
- Water bottles are encouraged for all children, especially advanced swimmers.
- If a swimmer has been vomiting or had diarrhea within 48 hours swimming is not permitted
- Swim Caps must be worn in the water at all times.
- Appropriate swimwear must be worn. Avoid baggie swimwear as it creates drag which can disadvantage a swimmer and hinder progression.

Payment

- Fees must be paid for at the start of the term unless a payment plan is arranged prior.
- If fees are not paid by week 3 all lessons will be cancelled.
- Lessons missed must be paid. However, if we are notified prior by phone or email, one makeup lesson may be offered (see below).
- Cancellations for term bookings must be done 4 days before the start of the term. Cancellations after this time will incur a \$30 late fee.

Make up Lesson Policy

- Group lessons - You are entitled to one makeup lesson per term if we receive at least **6 hours notice** of your absence (subject to availability).
- Private lessons - You are entitled to one makeup lesson per term if we receive at least **8 hours notice** of your absence (subject to availability).
- Private makeup lessons may need to be done in a group class depending on availability.
- Cancellations must be sent via email or phone (**swim@fastlane.kiwi or 07 839 0886**).
- Once you are booked in to a makeup lesson this booking can not be changed.
- The makeup lesson can only be claimed if all fees have been paid.
- If you do not show for your makeup lesson it is automatically forfeited.
- Make up lesson must take place in the current term.
- Make up lesson may be with an alternative instructor.
- Credit will not be given instead of a make up lesson.

Adult Swimming Lessons

- Adult swimming lessons are run before work, during the day and after work.
- Lessons are booked in once a week at a set time for 5 weeks. This allows consistency to ensure you keep improving.
- Lessons are one-on-one with an instructor. Group lessons with friends or your partner can be organised as well, if you have a similar swimming ability.
- You are entitled to one makeup lesson per every 5 if we receive at least **24 hours notice** of your absence (subject to availability).
- Makeup Policy above also applies to all adult swimmers.

Parking for Swimming Lesson

- Learn to swim customers are welcome to use the Fastlane car park (monitored by Wilsons parking), entering from victoria street. Use parks along the side and right behind the building.
- Please collect parking passes from reception if parking in the Fastlane car park. Date and time must be written on ticket. Display on your car dashboard prior to lessons starting.
- Alternatively two hours free parking on the streets (does not require a parking pass).

Contact Details

- Feel free to contact us at any time. We are happy to help.

Email: Swim@fastlane.kiwi

Phone: 07 839 0886