

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)	\$300
Children private group lessons	(10 week term)	\$200
5 adult private lessons		\$150
5 adult group lessons		\$125
One off private lesson		\$40
One off 1 hour private lesson		\$65
Children group holiday block course	(5 days)	\$75
Children/adult private holiday block course	(5 days)	\$150

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 each term 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 school holidays.
- Fastlane Swim School reserves the right to change the class teacher at any time without notice.
- 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.
- 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.
- Some learn to 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.

Payment

- Fees must be paid for at the start of the term unless a payment plan is arranged prior at the start of each term. Ready to swim pass is required to enter the lesson.
- Payment plans require a deposit payment of \$50 up front and full payment to be received by week 5 of the swimming term.
- If payment is not arranged by week 2 all lessons will be cancelled.
- To secure an adult lesson or holiday program payment must be made within 24 hours of receiving the invoice.
- Lessons missed must be paid. However, if we are notified prior by phone or email, one makeup lesson may be offered for term bookings (see below).
- **No refunds are given once lessons are booked and paid for.**

Child 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.
- No makeup lessons are provided for missed lessons during block holiday courses.
- Cancellations must be sent via email (**swim@fastlane.kiwi**).
- 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 lessons must take place in the current term.
- Make up lessons 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 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.
- Payment is required to secure your booking, within 24 hours of receiving an invoice.
- Once lessons are booked and paid for there will be no refunds or makeup lessons if you are unable to attend lessons in the holiday block course

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 a swim school parking pass from reception if parking in the Fastlane car park. Your parking pass must be displayed 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