



Terms and Conditions

1. Enrolment and Registration:

- Parents/guardians must complete the registration process and provide accurate information about their child before enrolling in our swim lessons.
- Enrolment is subject to availability and will be confirmed upon receipt of payment.

2. Payment and Refunds:

- Payment for swim lessons is required in advance to secure a spot.
- Refunds or credits may be issued for missed lessons under certain circumstances, such as medical emergencies with appropriate documentation.

3. Attendance and Punctuality:

- Parents/guardians are responsible for ensuring their child arrives on time for each lesson.
- Missed lessons without prior notice may not be rescheduled or refunded.

4. Health and Safety:

- Children with any health conditions or medical concerns must inform the swim school prior to enrolment.
- Parents/guardians are responsible for ensuring their child's health and safety during lessons.

5. Behaviour and Discipline:

- Respectful behaviour towards instructors, staff, and other swimmers is expected at all times.
- The swim school reserves the right to dismiss any child whose behaviour is disruptive or poses a safety risk.

6. Parental Involvement:

- Parental participation may be required for certain age groups or skill levels during swim lessons.
 - Parents/guardians are encouraged to actively engage in their child's learning and progress in the water.
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7. Facility Rules and Regulations:

- All participants and visitors must adhere to the swim school's facility rules and regulations.
- The swim school is not liable for any loss or damage to personal belongings during lessons.

8. Lifeguard Absence:

- Please be advised that KH Swim - The Mer Academy does not have a lifeguard on duty during swim lessons or aquatic activities. While our instructors hold certifications in safety training, including the National Rescue Award for Swimming Teachers and Coaches (NRASTC) and STA Safety Award for Teachers, it is important for parents and guardians to understand the absence of a lifeguard presence at our swim school.
- Parental Responsibility. Parents and guardians are requested to assume the role of designated buddies during their child's swim lesson. As designated buddies, parents will be responsible for actively supervising their child, ensuring their safety, and providing assistance in case of emergencies.
- Emergency Procedures: In the event of an emergency, parents are expected to follow the instructions provided by our qualified instructors and assist in maintaining a safe environment for all participants. Prompt and responsible action, in accordance with established safety protocols, is vital during emergency situations.
- Safety Awareness: We encourage parents to remain vigilant, attentive, and prepared while their child is engaged in swim lessons. By staying actively involved and aware of their child's activities in and around the water, parents play a key role in promoting a secure and enjoyable swimming experience for all participants.
- Acknowledgment: By enrolling your child in swim lessons at KH Swim - The Mer Academy, you acknowledge and accept the responsibility of acting as a designated buddy during your child's swim sessions. Your cooperation and direct involvement as a designated buddy are essential in upholding a safe and supportive environment for all participants.



8. Photography and Media Release:

- By enrolling in our swim lessons, parents/guardians consent to the use of photographs or videos of their child for promotional purposes once permission has been signed off on the registration form.
- Any concerns regarding media release should be communicated in writing to the swim school.
- You may not take photographs or video recordings during lessons unless this has been pre-agreed with KH Swim. In addition, consent from everyone who is in the photo or video is required.
- We reserve the right to ask for any photos and videos taken to be deleted.
- Under no circumstances will photography be permitted in the changing facilities or toilet areas of the pools.
- The use of mobile phones on the poolside is strictly prohibited. If you need to take or make a phone call please do so off poolside.

9. Changes to Terms and Conditions:

- The swim school reserves the right to update or modify these terms and conditions as needed.
- Any changes will be communicated to parents/guardians in a timely manner. By enrolling in KH Swim - The Mer Academy, parents/guardians acknowledge and agree to abide by these terms and conditions.