

Kemp Aquatics Fee Policy



PURPOSE OF POLICY

Kemp Aquatics acknowledges the importance of the setting, collection/payment and refund of fees to the enrolled customer/guardian as well as to the financial viability of the business.

TERMS AND SCHOOL HOLIDAYS

Swimming lesson terms run in line with school terms (Generally 10 weeks, although term lengths can vary). We do not hold lessons or separate swim programs over the school holidays.

PUBLIC HOLIDAYS

Swimming lessons will not run on public holidays. Children that have lessons that fall on public holidays have not been charged for these lessons in the Term Fees & catch-up lessons are not available.

SICKNESS OR INJURY

There are no make-up swimming lessons. Swimmers that miss a lesson due to sickness or injury are not eligible for a fee discount or refund for the lesson missed. If the person/child enrolled to swim is sick or injured for 2 or more consecutive weeks and a medical certificate is provided, the number of lessons missed within the dates on the medical certificate will be honoured at half price in the following Terms Fees.

NOTIFIED ABSENCES

Discounts, refunds or catch-up lessons will not be implemented, even if we are notified of a prolonged absence (e.g. vacations). Reason being, we are holding your place in a class and are unable to fill it for the time you are absent.

INVOICES/FEE PAYMENT

All swimming lessons are invoiced on a term by term basis and are asked to be paid within the first 3 weeks of term. Invoices will be emailed to customers/guardians before each term begins or within 5 working days of new enrolment (if after term start date).

Fees are payable either online via bank transfer or via cash or card at the front desk. Kemp Aquatics bank details are written on the bottom of all invoices. If you are unable to make full payment by the due date please contact us to make other arrangements to finalise your fees. If fees are not finalised by the due date (week 3) a \$10 late fee will be added to your account. If fees are still owing by midterm and no communication/arrangements have been made with Kemp Aquatics, you may be asked to no longer attend your lessons until your fees have been finalised.

If fee payment arrangements have not been finalised by the beginning of the following term unfortunately your child will not be able to be re-enrolled until these are paid.

CANCELATION OF LESSONS

If the person/child enrolled in swimming lessons decides they no longer wish to participate for the remainder of the term they need to let Kemp Aquatics know before the end of the week that your 3rd lesson falls for the Term.

If notice is given after this time frame, the original invoice must be honoured and paid in full as we are no longer able to fill that position for the remainder of the term.

If notice is given within the first 3 weeks of term the invoice will be adjusted and you will be charged for those lessons. (Please note that we cannot guarantee a place for the following term)

FEE DISCOUNT

Sibling discounts apply*