



Swim Away Narellan

18 Porrende st,
NARELLAN. NSW 2567

Swim Away Camden

8-10 Ironbark ave,
CAMDEN SOUTH. NSW 2570

Additional Support/Private Lessons Non-Attendance Service Agreement

This agreement is designed to explain your requirements for non-attended Additional Support/Private lessons and details our obligations to you as service provider for non-attended classes. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your child's enrolment with SwimAway PTY LTD, trading under SwimAway, and should be read in conjunction with SwimAway's cancellation policy.

A reminder that all non-attended Additional Support/Private classes will **NOT** receive a make-up voucher.

The following points are what is required for a non-attended class:

Classes Non-Attended

- Notice of a non-attended lesson is **24 hours** from the commencement of the class to obtain a credit.
- Notice of a non-attended class to receive a credit needs to be given by:
 - Calling the centre on 4647 4788 (leaving a voicemail if outside of office hours or reception is unable to answer)
 - Emailing: reception@swimaway.com.au
- Notice of non-attendance **within the 24 hours** will result in forgoing the class and still be charged for missed class.

Teacher Absent/Leave

- SwimAway will notify you, via phone call, when we know of your teacher's absence. We will also notify you if/who the replacement teacher will be.
- If you do not wish to swim with the replacement teacher, or if a replacement teacher is unavailable, a credit (value of class) will be applied to your UDIO account once you have notified us, rather than attending (No Refunds Given).
- If SwimAway cannot contact you via phone, a text message will be sent out.
- When an instructor has left SwimAway, we will notify you via phone and email and advise you of who will be the permanent replacement instructor.