

Cybersmart Aquatics
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TERMS & CONDITIONS OF CYBERSMART AQUATICS

1. Class Timing:

- Classes will start promptly at the designated time.
- If you cancel or do not arrive for your lesson, that class will be forfeited.

2. Make-Up Policy for Learn-To-Swim (LTS) Swimmers Only:

a. Eligibility for Make-Up Lessons:

- Make-up lessons are provided if:
- You submit a doctor's note for illness (no advance notice required).
- You cancel the lesson 48 hours prior to its start for other reasons.
- Each swimmer is entitled to one free make-up lesson per month, which cannot be accumulated across months. Beyond this, a R75 rescheduling fee will apply for each additional make-up lesson requested in the same month.
- Make-up lessons are valid for one month from the date of the missed lesson.

b. Forfeiture Conditions:

- If you cancel, attempt to modify, or do not arrive on the specific date of your make-up lesson, the lesson will be forfeited.

- Lessons will also be forfeited for reasons including, but not limited to:
 - Family or school holidays
 - Bad or cold weather
 - After-school activities
 - Exams or exam preparation

c. Cybersmart Aquatics Cancellations:

- If Cybersmart Aquatics cancels a lesson due to unforeseen circumstances, a make-up lesson will be offered.

3. Swimwear Requirements:

- All children under 2 years old, or those not fully potty-trained, must wear a tight-fitting nappy with close-fitting leg and waist ribs.
- Cloth nappies and regular nappies are not acceptable.
- A fully fitted costume must be worn over the nappy. Swimmers will not be allowed into the pool if these requirements are not met.

4. Coach Instructions:

- All swimmers must obey the instructions of all swimming coaches.

5. Payment of Fees:

- Swimming fees are payable monthly in advance.

6. Monthly Fee Policy:

- The swimming fee is a monthly fee.
- You are not entitled to a prorated refund if swimming lessons are not available on public holidays.

7. **Fee Changes:**

- Fees are subject to change.
- Notice of any changes will be sent to members via email one month prior to the change.

8. **Cancellation Notice:**

- Cybersmart Aquatics requires one calendar month's written notice prior to the cancellation of the swimming contract.
- The full swimming fee for the month of cancellation is payable in advance.

9. **Reactivation Fee:**

- When you re-join the club, a once-off reactivation fee of R450.00 will apply. (Fee is subject to change)

10. **Termination of Membership:**

- Cybersmart Aquatics, at its sole discretion, may terminate a swimmer's membership.

For any queries, please contact us at swim@cybersmartaquatics.com .

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