



Harlee Elite Terms & Conditions

Revised October 15th 2018

Squad Bookings and Payments

- Harlee Elite Squad Lessons run month by month.
- Harlee Elite Squad Lessons will continue to run during school holidays unless otherwise specified.
- Squads will ONLY not run for the following reasons and will be communicated to parents/swimmers via the appropriate communication channels.
 - Pool maintenance
 - Storms/inclement weather at the discretion of CBC and Harlee Elite staff
 - Public holidays
- Customers are required to provide a valid email address and contact number at the time of enrolment and request that all customers advise Harlee Elite Management of any changes as soon as possible.
- Customers are required to make Harlee Elite management aware of any medical conditions that participants may have, including treatment/management plans where necessary.
- Harlee Elite will be operating and abiding measures for our payment system effective as of 31st October 2018.
- Squad Payments will need to be made by the end of the first week of every month by any of the following methods specified: Direct Debit, EFT transfer, cash payment or by Card in person at either centre to Harlee Elite Management or lead Coaches.
 - Cash payments should be received in a sealed envelope containing correct money, child's name and squad and invoice number for receipts to be issued.
- Late payments or nil payments after the due dates will result in child not swimming until accounts are paid up.
- Failure to pay by the end of the first week on time will result in participants not being able to partake in squad sessions.
- A late payment fee of \$10 per week will incur on top of the existing monthly squad fees for following month.
- Participants and families who may be in financial hardship are to submit in writing to Harlee Elite Management to arrange options.



Refunds and Credits

- Refunds are only available to customers with a valid medical certificate provided and clearly states the participant cannot partake in squad sessions.
- Refunds or credit will not be made available for customers who travel or go away without prior notice and approval from Harlee Elite management.
- Credits are only available upon approval and presentation of a valid medical certificate to management or under management cues, not coaching staff.

Make up Classes Development and Fitness Squads.

- Make up classes can be provided to any Development or Fitness Squad member throughout the month if numbers of class are not at capacity.
- Make up classes will only be provided for pool closures due to maintenance, inclement weather, illness with a valid medical certificate or exceptional circumstances/circumstances beyond one's control.
 - Make up lessons are to be made up in the month of sessions being missed.
- Make up classes can be arranged through direct contact with coaches or Harlee Elite management.
- Our administrative program, SwimBiz, will be used to enrol students into and monitor make up sessions.

Health and Safety

- Harlee Elite encourage all swimmer to participate in a swimming cap during their session which assists with health and hygiene. (*Harlee Elite caps can be purchased for \$20*)
- Swimmers are encouraged to bring their own water bottle to each session.
- Please do not bring your child to swimming if they are suffering from any contagious illness. If your child is ill and won't be present at training, please notify your coach as soon as possible.

Contacting Harlee Elite Management.

- Contacting Management can occur via email at any time and we will endeavour to communicate back within 1 - 3 business working days.
- Contact hours on mobile to management are between 9.30- 3.30 pm.
- Urgent inquiries after hours are to be directed via text and a follow up call can be arranged as management may be present with classes on pool deck.
- All general inquiries, news, event and timetable info can be found on our website harleeelite.com



Supervision

- Harlee Elite advise that all participants respect and follow Canterbury Bankstown Leisure and Aquatic Facilities responsibility of Children at the centre. Failure to do so may result in being excluded from any/all CBC premises.
- All Swimmers being "dropped off" at the centre at to not do so out the front (no stopping sections) of either Max Parker, Roselands, or Birrong Aquatic Centre.
- Parents are responsible for the drop off and collection of participants at the beginning and end of their swimming sessions. Participants require their parent's duty of care prior to and at the cessation of each lesson.

Phone and Tablet Procedures

- Harlee Elite staff will be enabled to use Mobile Phone, Tablet, Laptop etc for the use of planning/commencing of sessions for each group on the whiteboards in addition marking of the session role with a program called SwimBiz.
- Harlee Elite staff will also be permitted to photograph swimmers in accordance to signed enrolment forms for social media purposes or further marketing material.
- Harlee Elite management please ask any parents or guardians who wish this content to be exempt from their children to advise coaches of management as soon as possible.
- Cameras, video cameras, mobile phones with photographic capabilities are not permitted within the leisure and aquatic centre's change rooms under any circumstances - actions will be made accordingly from BCC management.

Swim Log Books

- Swimmers are encouraged to log sessions with diary entries to track with their coaches. Harlee Elite have designed a SLOG (swim - log book) which is available to purchase for \$40.

Elite Squad Members

- All squad members apart of Elite Blue, Elite White or ETS squads must be affiliated with NSW swimming club Revesby Workers (Max Parker and Roselands) or Bankstown Sports Swim Club (Birrong).
- Please discuss with Alex (Max Parker/Roselands) or Tony (Birrong) for further information.

Yours in Swimming Harlee Elite Management