



**CLAREMONT**

**HEAD START POLICIES AND PROCEDURES:**

- Payment to be made in full at the beginning of each term.
- R150 deposit payable on registration of new pupils and refunded if one months notice is given on termination
- EFT payments ONLY. Account number to be used as reference when making payment.
- One calendar month notice must be given in writing for cancellation of lessons. Unless cancellation is submitted, your slot will remain booked from one term to the next and you will be charged accordingly.
- No client will be able to begin lessons without making prior payment. After one week, you will lose your booking. If you are unable to pay in full, a monthly plan can be arranged. Payments must be made by the due dates provided.
- Monthly payers who do not meet the due dates for fees will be suspended. After one week, you will lose your booking.
- You will not be able to start lessons in a new term if there are ANY fees outstanding from the previous term and you will lose your booking.
- Outstanding fees will be handed over to “Accountability” – an agency who has the potential to blacklist those clients who do not pay.
- Lessons missed are paid for and forfeited. They are not credited and unfortunately we are unable to make up lessons.
- No lessons on public holidays or during school holidays other than optional intensive, holiday swimming clinics. Our terms run in line with WCED dates.
- No pupil may enter the pool before their lesson has begun and they must exit the pool immediately after the lesson has ended.
- Pupils are to please use the toilet and blow their noses before their lesson.
- Pupils who are not potty trained must please wear a swimming nappy.
- Swimming caps are compulsory
- Please be prompt for lessons. If you should arrive late for a lesson, your lesson time will be shortened.
- If your child is sick, please keep them at home. Our instructors reserve the right to send a child home who appears to be contagious or not well enough to swim.