

HEADSTART POLICIES AND PROCEDURES:

- An enrolment fee of R150 is charged per pupil signing up. This is included in your invoice along with your term fee.
- Invoices will be sent out prior to the start of lessons each term.
- Payment must be made in full before the start of each term or before the first lesson if you begin during the term. No client will be able to begin lessons without making prior payment.
- Failure to meet the payment due dates will result in suspension from lessons and you will be liable for the fees in full. You may lose your booking if payment is more than a week overdue.
- If you are unable to pay in full, a payment plan can be arranged by email. Payments must be made by the due dates provided to you with each invoice.
- EFT payments ONLY. No cash payments will be accepted.
- lessons run in accordance with the WCED school terms, from the first to the last day of the term. There are no lessons on public or school holidays. No deductions will be made for these days.
- If you sign up for lessons mid-term, a pro rata amount of 10% will be deducted from your term fees per week that has passed.
- If a pupil misses a lesson for any reason, they forfeit that lesson. We are unfortunately unable to guarantee make up lessons or refund the fees.
- If Headstart has to cancel a lesson for any reason pupils will receive a credit of 10% of term fees per lesson cancelled.
- In the event that your instructor is unable to teach for any reason, another instructor will substitute for them. If no Substitute is available, lessons will be rescheduled by your instructor or credited, should they need to cancel.
- One calendar month notice must be given in writing for termination of lessons. Unless cancellation is submitted, your slot will remain booked from one term to the next and you will be charged accordingly.
- Drop and go is not permitted. A parent or Guardian must remain on the premises at all times with swimmers under the age of 18 years.
- 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 and swimming costumes are compulsory for all swimmers.
- Please be prompt for lessons. Should you 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.
- The owners and employees of Headstart and the owners of the property are not liable for any damage sustained by any person including, but not limited to, theft, damage to personal property, bodily injury and loss of life.