

TERMS AND CONDITIONS

PARENT/GUARDIAN ROLE AT THE LOCATION

Parents/guardians must remain at the location at all times during their child's participation in their designated class. When arriving at the location, the parent/guardian should take their child to their designated instructor and ensure that their child is marked "IN" on the attendance sheet for that day. No child will be accepted before the start of their designated class time. After class, the onus is on the parent/guardian to ensure that Instructors are aware their child has been collected.

For the Surf Babies program, parents/guardians must be involved in the sessions - with a strict one guardian to participant policy.

CODE OF BEHAVIOUR

Participants (in and out of the water) are expected to cooperate with the instruction and direction of staff. Instructors are responsible for the children directly involved in their class while the class is being conducted. Inappropriate or disruptive behaviour could result in exclusion from classes. Instructors are not responsible for the general supervision of others at the location; parents/guardians should ensure that appropriate supervision is provided at all other times.

SUN SMART

Surf Life Saving SA does not provide sunscreen for participants and encourages sun smart behaviour. Remember to slip, slop, slap, seek and slide.

CLASS TIMES

Whilst every possible effort will be taken to comply with class bookings, we do

not guarantee that these times will be available. Class times are subject to change at the last minute due to weather conditions or staffing requirements. Please read the Refund and Transfer Policy carefully.

MEDICAL CONDITIONS

If your child has a medical condition (e.g. asthma, attention deficit disorder, diabetes, epilepsy and/or others), it must be listed and detailed on the enrolment form. If necessary, please provide a detailed explanation of your child's medical condition.

Please note that whilst Instructors and Volunteers will be aware of the student's medical conditions, it is the responsibility of the parent or guardian to carry and administer medicines to their own child as required throughout the program. Parents and guardians must be nearby their child's class for the duration of the session.

CHILDREN WITH A DISABILITY

Children with a disability are encouraged to participate in the program. Participation is conditional upon SLSSA being able to provide any additional support services, as arranged through consultation between Surf Life Saving SA (during the program lead-up) or the Instructor in Charge (during the program week) and the parent/guardian.

This will ensure a responsible person is keeping the child under observation at all times. Parents/guardians are encouraged to send an email and attach a note providing further explanation if required.

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REFUND AND TRANSFER POLICY

SITE CANCELLATION

If a location's program or class is cancelled by Surf Life Saving SA for any reason prior to the program starting, you may request a full refund or transfer your children to an alternative location. If classes are cancelled due to extreme weather, COVID-19 or for any other reason after the program has begun, they will be rescheduled where possible. If circumstances dictate that rescheduling is not possible, refunds for a pro-rata proportion of the program fees may be requested.

MEDICAL

If a participant is no longer able to attend the program due to medical reasons, a pro-rata refund of the enrolment fee from the date of request lodgement will be issued, minus a \$10 administration fee.

To claim a medical refund, parents must complete the online refund claim available at www.surflifesavingsa.com.au/community-programs with a copy of their medical certificate. Requests for medical refunds must be received by Surf Life Saving SA no later than COB on the Friday post final session.

OTHER

Cancellation of registration for reasons other than those listed above will only be accepted until the Tuesday prior to the relevant program beginning. A partial refund of the enrolment fee will be issued, minus a \$10 administration fee. Class times are subject to change once online enrolments close, due to staffing or other late changes. Every effort is made to place

participants in their preferred times. Non-preferred class times may not constitute a full refund.

LOCATION TRANSFERS

Bookings made online at one location CANNOT be directly transferred into another location. The current online booking must be cancelled, and a refund will be provided, less fees stipulated.

Transfers between locations during the program are **NOT** permitted.

MERCHANDISE

Refunds for merchandise will only be given once the item has been returned to Surf Life Saving SA. The item must be in the original packaging and unworn.

To start the return and refund process contact the team via email community.programs@surflifesavingsa.com.au

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PRIVACY POLICY

SLSSA Privacy Policy in accordance with the Privacy Act 1988 and, Privacy Amendment (Enhancing Privacy Protection) Act 2012. All information collected and stored on the participant database will only be used for the purpose, nature and duration of the program. There will not be any disclosure of any information collected or stored on the participant database to a third party for any reason other thaning products or services.

If you have a privacy concern or would like to verify information held about you, please contact the SLSSA office on (08) 8354 6996.

PHOTOGRAPH/VIDEO

Surf Life Saving SA have permission to utilise any photographs or footage taken of participants during the course of the program for future promotions in any media, with regards to promoting water safety awareness, or for reporting purposes. At beach locations, drones may be used primarily to assist in providing water cover and safety for participants. Any footage taken, may be used for future promotions in any media, with regards to promoting water safety awareness, or for reporting purposes. Surf Life Saving SA will inform staff and parents if / when a drone will be used.

If you do not wish to have your child's photograph taken, please submit this in writing to community.programs@surflifesavingsa.com.au in addition to the IC on the first day of the program.

RELEASE

As parent/guardian of the child listed on the enrolment form, I declare that the information I have provided is true and correct. I give my consent for the child to participate in SLSSA's community programs and agree to delegate my authority to the supervising Instructors for the duration of relevant classes. If my child requires medical treatment as a result of an emergency or accident, and contact with me is impracticable or impossible, I authorise Surf Life Saving SA staff to arrange the appropriate medical assistance as necessary. I will pay all medical and dental expenses incurred on behalf of my child. I have supplied medical information including details of any additional health support that the child requires to safely participate in the program.

I acknowledge that I have read and understood the Terms and Conditions for participating in the program and agree that my child will comply with the program rules, standards and requirements. I agree to abide by the Refund Policy as outlined.

I acknowledge that my child participates at their own risk, and will not hold employees or volunteers of Surf Life Saving SA liable for any accident, injury, property loss or cost occurring as a result of participating in the program, unless caused by negligence or a wrongful act or omission by employees or volunteers of Surf Life Saving SA.