



Everyone at Virgin Active Swimsters must play by the Rules. The Rules aren't just any old rules - they're part of your official Virgin Active Swimsters Membership Agreement and have been lovingly prepared by our legal guys. So please take a moment to get familiar with what they have to say.

who should play by the rules?

The Virgin Active team, Virgin Active Swimsters Members and their Parents/Guardians (known as "Members" in your Agreement and throughout these Rules) or Guests (together known as "you").

why?

- So we can keep ourselves nice, safe and maintain Swimsters standards.
- So everyone, especially you, can have a good time at Swimsters.

playing fair

Unlike some rules, like only having chocolate once a week, our rules can't be broken.

If you don't comply, we may ask you to leave Swimsters, deny you Swimsters and/or Virgin Active access, or (if it's really serious) terminate your Swimsters and/or Virgin Active Membership.

We will of course be fair when applying our Rules (which we'll do at our discretion). While we're not here to rain on your parade, we will consistently apply our Rules so that everyone can swim and play in a safe and comfortable environment.

the odd change

We may change these rules occasionally. When this happens, we'll let you know in advance by popping a notice on Swimsters display boards and by updating our website (virginactive.com.au).

membership

1. Say hello by flashing your membership card at Reception, you'll need this every time you come in.
2. No-one else may use your card.
3. If your card gets lost or nicked, you'll need to get a new one from us and pay a replacement fee (set out on the current Swimsters price list).
4. If your Term fees aren't up to date, or your membership is terminated, we unfortunately won't be able to let you in.
5. On termination of membership please return your membership card to your home Swimsters.
6. If we terminate your membership, you will no longer be eligible for membership at any Virgin Active Swimsters.

bringing the fan club

7. You may bring friends or family (Guests) to watch you during your lesson, but you'll need to let us know at Reception before they come in.
8. Your Parent/Legal Guardian must accompany Guests at all times, be responsible for their behavior and make sure that they play by these Rules. Your Parent/Legal Guardian must not leave Swimsters prior to your Guest's departure.

Guest(s) access is limited to watching lessons and Guests cannot use any club facilities during this time.

the general stuff

9. We'll post opening and closing times on Swimsters display screens and our website (virginactive.com.au).
10. Please leave Swimsters punctually at the closing time.
11. Don't bring alcohol or illegal drugs into, or smoke inside, Swimsters areas.
12. Don't swim while under the influence of alcohol, anticoagulants, antihistamines, beta blockers, narcotics or tranquilizers.
13. You'll need to pay for any loss or damage caused by you or your Guests while in Swimsters.
14. Unless we give the OK, please don't sell any product or service to our Members or Guests.
15. No running in the facility.
16. To be fair, keep showers short (2 minutes) to allow all our lil' Swimsters a chance to shower after lessons.
17. No unsafe behavior in and around the pool. This includes pushing, pulling or dunking in the pool.
18. Our pools are not deep. No diving, not even belly flops.
19. Any child under the age of 8 years may use the change room of the opposite sex. Anyone else who requires a parent with them may use the family changeroom or the accessible changeroom.

happy snaps and the like

20. Unless we give the OK, please don't take any pictures, photographs, films, videos via any form of recording device, including but not limited to phones or cameras, while on or looking into the Club premises. This includes any of the Swimsters or Club-V areas, including change rooms, the Swimsters viewing lounge and the V-Cafe area.
21. Virgin Active may occasionally take photographs/images of Swimsters and its facilities (including Members). We'll get your written permission beforehand. We reserve the right to use these photographs/images for commercial purposes without payment.

lessons

22. All lessons need to be pre-booked and all have maximum head-counts.
23. Your Instructor will be with you for the duration of a booked Term. If for some reason we need to change instructors, we'll be sure to let you know on entry or via the Swimsters display boards.
24. Everybody needs to have a quick shower on the pool deck before entering the water.
25. The decision that you are ready to progress to the next Swimsters level is entirely at the discretion of the Swimsters Manager, assessors or coordinator in consultation with your Instructor.
26. Just like other sports, swimming has a dress code too. Anyone participating in lessons is required to wear a swimming costume and a swim cap. Board shorts and t-shirts look great but can get in the way when learning to swim. Anyone under 4 years and those who have not mastered the loo, will need to wear a specific swim nappy.

oh behave

27. All Swimsters, their Parents/Legal Guardians and Guests are expected to maintain a certain standard of behavior.
28. This standard means fighting, bullying of any kind, use of bad language, aggressive behavior or rudeness towards others will not be tolerated. Everyone is also expected to respect their environment. This includes the pool, the water play area, all equipment, the staff and each other.

food & drink

29. No one is permitted to bring food into Swimsters.
30. You may bring cold drinks into Swimsters, but they must be in plastic bottles - no glass please.
31. Let's keep the pool and surrounds pristine and pop all rubbish including nappies in the bins provided.

big responsibilities

32. Parents/Legal Guardians must remain on the site and be available to your child, at all times.
33. The Instructor's duty of care begins at the start of the lesson, and concludes at the end of the lesson. You must be there to retrieve your child from the lesson.
34. Whilst we have staff attending our pools, they are not meant to replace the close supervision of Parents and Legal Guardians.
35. Before and after the lesson and during Family or Swimsters Splash sessions, Parents and Legal Guardians should actively supervise the children they are responsible for at all times and should be dressed ready to take action.

health, wellness and sickness

36. Everybody who goes in the pool must fill in a Health Check Questionnaire before entering the water.
37. Any child requiring medication needs to take this prior to entering the pool. Swimsters will require written permission from their Parent/Legal Guardian to administer these medications for any ongoing conditions i.e. asthma or for an allergy or epipen in case of an emergency.
38. Please be aware that our Instructors cannot diagnose and/or prescribe treatment for any form of injury, disease, or other medical problem beyond first aid and CPR.
39. There are lots of different types of illnesses, and some are more serious than others. As a general guideline, children should not attend Swimsters if they have an illness that prevents them from comfortably participating in swimming lessons.
40. The following list of symptoms are indicators of infectious illnesses:
 - Unusual behavior (a child is less active, crying more than normal, uncomfortable or just seems unwell)
 - Feverish appearance
 - Diarrhea
 - Vomiting
 - Loss of appetite
 - Conjunctivitis
 - Unusual spots or rashes
 - Patches of infected skin
 - Grey or pale faeces
 - Unusually dark urine
 - Yellowish skin or eyes
 - Sore throat or difficulty in swallowing
 - Headache or stiff neck
 - Severe persistent or prolonged coughing
 - Frequent scratching of the scalp or skin
 - Breathing trouble

41. If your child is or appears to be unwell or displays any of the above symptoms he/she may not be permitted to enter Swimsters at our discretion. Swimsters should not come to a lesson if they are suffering from an infectious disease even if they are on medication suppressing the symptoms. This is to protect your child and aid in their speedy recovery but also to make sure everyone else at Swimsters stays fit and well.

missed lessons

42. If you miss a lesson due to sickness, you are eligible for 1 lesson credit, per term, taken off your next term's fee payment.
43. To receive the credit you need to bring in a Doctor's Certificate on your next visit.
44. There is a limit of 1 lesson credit per term, per Swimster.
45. A credit or refund will not be issued if you do not continue on to the next term.

payment, re-enrolment and cancellation:

46. We offer lessons in pre-paid 10 week term blocks aligned with the public school term system.
47. Your child's current time and day and class spot will remain theirs until they progress to the next level or you cancel. If you wish to change your day or time or you have been informed you are ready to progress to the next level you can do this at Swimsters reception from the beginning of week 8.
48. Your pre-payment for the next term will come out of your nominated account on the Thursday of each week 8 or 9 in the current term until you cancel.
49. To cancel, you need to give us at least 3 days' notice before the next direct debit. So that is up until the close of business on the Sunday before the direct debit to tell us if you do not wish to come back next term.
50. You may terminate your child's Swimsters membership any time by completing a Break Up form at your child's Home Club.
51. Other than set out in these Rules, there are no refunds or credits.
52. We will remind you each term about the automatic re-enrolment system. You are responsible for letting us know your correct or updated contact details.

family splash

53. This is an opportunity for you to practice swimming with your child or just have some fun together.
54. Entrance to Family Splash is open to Virgin Active adult Members and their Club-V/ Toddlez child/ren members. A casual visit fee will apply to anyone who is not a club, Club-V or Toddlez member.
55. See our timetable on the web for sessions. Timetable subject to change.
56. Entrance is limited to 2 children per 1 adult unless children have passed the Shark test. A competent swimmer is someone who passed a Virgin Active Shark test with a member of staff or is in a Flik level or higher in Swimsters. Upon passing a Shark Test, you will be required to collect a wrist band from reception before you enter the pool area.
57. Pool attendants are an important feature of our facility, however are not meant to replace the close supervision of Parents or Guardians. During Family Splash, you're required to be in the pool area at all times with your child. If your child is under 13, you need to be in the pool with them at all times.

58. 13, 14 and 15 year olds who have passed a Shark Test require you to be in the pool area actively supervising, dressed and ready to hop in if needed.
59. If you wish to bring a friend to Family Splash, a Health Check Questionnaire needs to be completed and a fee applies as outlined in the Club's Price List.

swimsters splash

(only available in dedicated Swimsters pools)

60. This is an opportunity for you to play and practice swimming with your child, have fun with them, or if they are old enough just watch.
61. Swimsters Splash sessions are for all Swimsters and Virgin Active members. The sessions are at set times throughout the week whereby you can bring your child to the pool and get in the water with them. A fee applies for adults and children, as outlined in the Club's Price List.
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safety first

67. Don't mess around with fire doors or fire exits.
68. Please follow any health and safety notices displayed.
69. Have your ears turned on and follow staff instructions at all times.

last but not least

70. We reserve absolute discretion when approving Swimsters Membership applications and these Rules.
71. Parents/Legal Guardians are responsible for making sure their Swimsters and Guests follow all these rules.