

Terms and Conditions

(Updated 01.07.2025)

The following terms and conditions are to provide clarity on processes for all members and to ensure the health and safety in the daily training environment. Registering with Submerge Aquatics indicates you have read, understood and agree to abide by our terms and conditions. All Submerge Aquatics members must adhere to the Selwyn Aquatic Centre facility rules, or the rules of any other facility in which training takes place.

1. Fees and Payment

- 1.1. Squad bookings are confirmed when the first month's fees have been received.
- 1.2. Fees are invoiced at the beginning of each calendar month or weekly as communicated/advertised.
- 1.3. Each squad's fees are based on the total annual number of sessions and priced equally for each month or week, regardless of breaks, public holidays or school holidays.
- 1.4. Fees must be paid by the due date on the invoice or an alternative payment plan confirmed. Any outstanding accounts may result in the cancellation of your booking.
- 1.5. All fees are inclusive of GST.
- 1.6. Members are to set up a Direct Debit authority so that fees are paid on time and with reduced hassle at your end.
- 1.7. If paying by bank transfer, please include the invoice number in format 'INV-0000' and your swimmer's name in the reference when paying. Please note the invoice number will change on each invoice.
- 1.8. Fees will be reviewed on an annual basis or as required, and any changes will be communicated at least one month in advance.
- 1.9. An additional Lane Levy may be in place to cover lane hire costs. The levy is a nominal fee based on approximate hours in the pool per group. This levy may be reduced or removed depending on if funding or sponsorship applications are successful.
- 1.10. An additional Meet Support Levy may be in place to cover coaching support at swimming competitions. This is added to registered competitive swimmer's invoices only.

2. Cancellation/Withdrawal

- 2.1. You can withdraw at any time, giving four weeks' notice. Notice of withdrawal should be by email to Ben@submergeaquatics.com
- 2.2. Withdrawals received after the 25th of the month will be liable for payment of the full following month's fees.

3. Annual Squad Structure

- 3.1. Submerge Aquatics operates in line with Swimming New Zealand's three-block cycle (Block 1 January-April, Block 2 May-September, Block 3 September-December).
***See schedule 1 below for the current Block dates.**

- 3.2. Sessions for all squads will have resumed by the second full week of January, and finish up to one week before Christmas each year.
 - 3.3. A one-week break for all squads will take place at the end of each block in April and September.
 - 3.4. Exact dates of each swimming block will be published annually.
 - 3.5. Sessions do not take place on Public Holidays.
 - 3.6. The Competitive Squad pathway is: Bronze → Silver → Gold → Platinum → Performance
 - 3.6.1. Becoming a Selwyn Swim Club 'Competitive Swimmer' is a prerequisite for joining the competitive squad pathway from Gold onwards.
 - 3.7. The Fitness Squad pathway is: Bronze → Silver → Fitness Development → Masters
4. **Re-Booking/Changing Stream**
 - 4.1. Swimmers will automatically have their bookings roll from month to month.
 - 4.2. If a Bronze or Silver swimmer wishes to change stream, please contact ben@submergeaquatics.com to confirm space availability.
 - 4.3. If a swimmer is ready to move up a squad, we will contact you and arrange how this will take place including the start date, new session schedule and updated monthly fee.
5. **Make up sessions/Holiday training**
 - 5.1. During school holidays, all Bronze and Silver streams are open for any swimmer wanting to catch up any missed sessions through the term.
 - 5.2. An adjusted timetable may be in place during school holidays to best fit the programme's needs.
6. **Refunds/Credits**
 - 6.1. A refund or credit for training fees due to medical or injury reasons will be looked at on a case-by-case basis.
 - 6.2. A maximum of 3 weeks' medical credit may be applied at one time.
 - 6.3. A medical certificate must be provided for any credit to be applied.
 - 6.4. Our priority is always swimmer-first, and those with ongoing rehabilitation for an injury may also need to provide a return-to-training notice from a medical professional if requested.
 - 6.5. Swimmers in the Gold, Platinum, or Performance Squad may utilise space in the Fitness Development and Masters squads when they are recovering or rehabilitating an injury. This option will be made available on a case-by-case basis.
7. **Coaching Methods**
 - 7.1. Submerge Aquatics considers our coaches to be important role models to our members and accordingly expects them to provide their services with fairness, respect, integrity, professionalism and in a manner consistent with the SNZ code of conduct. Swimming NZ's code of conduct includes specific requirements and guidelines for coaches and teachers. Submerge Aquatics supports these requirements and in addition has further specific requirements and protocols for our coaches – these are provided directly to the coaches.

- 7.2. Coaches will, when required, physically guide and manipulate swimmers to teach stroke mechanics in the water and on the poolside. We will always ask your swimmer's permission prior to doing so and will aim to find an alternative method if the swimmer declines.
- 7.3. In our programme, we will be asking your child to swim appropriate distances underwater to develop aspects of their turns, starts and underwater speed skills. Please read the NZSCTA/ASCTA position statement that we adhere to for hypoxic training
<https://scta.org.au/wp-content/uploads/2020/07/Hypoxic-Training-Policy-Position.pdf> . Swimmers are told to stop this training if they feel light headed, and asked to never ignore the urge to breathe.
- 7.4. There are industry guidelines for minimum depths of pools for teaching or practicing diving. Selwyn Aquatic Centre 25m pool is deeper than the required depth, and we will always ensure that we check the depth of any other pool before planning a session to include dives. Swimmers are encouraged to enter the water feet-first to any pool that they have not been in before.
- 7.5. If the regular coach of the squad is unable to take the session, a coach from our team will take the session in their absence. Where no coaches are available, we will either combine the session or credit back any cancellations.

8. Selwyn Swim Club Membership

- 8.1. All swimmers will be registered with the Selwyn Swim Club in one of three membership categories. Recreational Swimmer, Competitive Swimmer 12&u, or Competitive Swimmer 13&o.
- 8.2. All new swimmers to the programme will be registered as Recreational Swimmers, unless specified otherwise. There is no additional cost to be a recreational swimmer.

Please visit www.selwynswim.club or email secretary@selwynswim.club for more information

9. Swimmer Expectations

- 9.1. All swimmers agree to:
 - 9.1.1. Arrive at training on time, and be prepared for the session (dryland and pool).
 - 9.1.2. Have the required gear.
 - 9.1.3. Listen to your coach. Don't talk when your coach is talking; do the set that the coach gives you (unless you're managing injury, time limits, or things as agreed with the coach).
 - 9.1.4. Respect the rules of the Selwyn Aquatic Centre and follow the instructions of the staff.
- 9.2. Gold, Platinum and Performance squad swimmers must let your coach know if you are sick or going to be late.
- 9.3. We share the pool with other users. All swimmers must:
 - 9.3.1. Leave their gear tidy. Take up minimal space in the changing rooms and poolside benches.

- 9.3.2. Keep the gear cages tidy. When getting gear out or putting it away for a session, ensure that there's nothing left lying around the pool deck.
- 9.3.3. Give others space when using the spa or hydro pool – avoid crowding people already in the spa/ hydro pool.
- 9.3.4. Be aware and respectful of other swimmers, families, and spectators.

10. **Member Protection**

- 10.1. Submerge Aquatics will work closely with the Selwyn Swim Club to ensure all members are safe at all times. Our team follow the protocols set by Swimming New Zealand here: [Swimming New Zealand Member Protection Policy](#)
- 10.2. All coaches are registered members of NZSCTA (New Zealand Swim Coaches and Teachers Association). To become members, coaches must be police vetted and maintain up to date qualifications.

11. **Social Media**

- 11.1. Submerge Aquatics recognises the value and importance of social media, however, social media needs to be used in a respectful and responsible way.
- 11.2. Submerge Aquatics' policy for acceptable use of Social Media by our swimmers, parents, coaches, and officials is to provide a safe and positive environment for all. Swimming New Zealand has its Social Media Policy under its [Member Protection Policy](#).
- 11.3. As a member of Submerge Aquatics you understand and agree that we may post photos of our members on Instagram, Facebook, or any other social media network.
- 11.4. Submerge Aquatics will only post photos that it considers to be appropriate. If there is a photo posted by us that either the member or their parent/guardian considers to be inappropriate, then please contact us via Ben@submergeaquatics.com to have the photo removed.

12. **Parent Expectations**

Parents, guardians and/or caregivers have a very important role in supporting their swimmers and the team. We strongly suggest you read the sections "Tips for Positive Parenting" and "Keeping the Sport Fun" in the [SNZ Parent Handbook](#)

SNZ has the following code of conduct for parents and guardians which is supported by Submerge Aquatics:

A parent or guardian will:

1. Agree to abide by the [SNZ Code of Conduct](#).
2. Remember that children participate in sport for their enjoyment, not yours.
3. Encourage children to participate: do not force them.
4. Focus on the child's efforts and own performance rather than winning or losing.
5. Encourage children always to compete according to the rules and to settle disagreements without resorting to hostility or violence.
6. Never ridicule or yell at a child for making a mistake or losing a competition.
7. Remember that children learn best by example.
8. Support all efforts to remove verbal and physical abuse from sporting activities.
9. Respect officials' decisions and teach swimmers to do likewise.
10. Show appreciation for coaches, officials and administrators.

In addition, Submerge Aquatics has the following guidelines for parents/guardians to follow:

1. Allow the coach to coach. Do not provide instruction to your swimmer during a session or at a meet. If you would like to speak to a coach, make a time to meet: do not interrupt the coach during a session.
2. Be enthusiastic and supportive. Provide a positive and encouraging environment for your swimmer, and all the other team members.

13. Breaches of code of Conduct and/or policies

- 13.1. Breaches of the Code of Conduct will be addressed by Submerge Aquatics for consideration and resolution. If necessary, disputes and/or breaches of the Code of Conduct or Member Protection Policy will be referred to Selwyn Swim Club and/or Swimming Canterbury West Coast.

14. Complaints Process

- 14.1. If you wish to lodge a complaint regarding services provided by Submerge Aquatics, these should be raised in the first instance to the Directors of Submerge Aquatics (Ben@submergeaquatics.com).
- 14.1.1. When investigating a complaint we will:
 - Gather and analyse all relevant information.
 - Where possible, discuss the issue with those involved in an informal setting.
 - Decide on appropriate action to resolve the complaint.
 - Where necessary, regularly update the complainant on progress of the investigation, until such time as the matter is finalised/resolved.
- 14.1.2. In the first instance, it is encouraged that you lodge a complaint internally, however if you have tried to resolve the issue using the internal process outlined above but are not satisfied with the outcome or process followed escalation can be made by the complainant to Selwyn Swim Club.
- 14.1.3. Please note we are required to keep a confidential log of all complaints.

15. Who to contact

- 15.1. If you have any issues or concerns regarding any of the above protocols, then please contact the Submerge Aquatics to discuss these – either email (Ben@submergeaquatics.com) or discuss in person with your coach.
- 15.2. If you would like to change or upgrade your Selwyn Swim Club membership, please email secretary@selwynswim.club

Schedule 1:

2025

Block 1 - Monday 13th January to Thursday 17th April (14 weeks)

Block 2 - Monday 28th April to Saturday 27th September (22 weeks)

- No Saturday training on 31st May or 21st June

Block 3 - Monday 6th October to Saturday 20th December (11 weeks)