



كلب فانك



PANAGA CLUB - Swimming Section

PLEASE RETAIN THIS INFORMATION SHEET FOR YOUR RECORDS

GENERAL INFORMATION, PARENTAL COMMITMENT AND STINGRAYS SWIM SECTION CODE OF CONDUCT

By applying to StingRays Swim Section, you will be agreeing to the terms detailed below: -

1. I acknowledge that joining and using the Panaga Club facilities is at my own risk; and I will endeavor to ensure safety and appropriate conduct in and around the pool area in line with the Panaga Club's Pool Rules. Parents are reminded that they are responsible for their children at all times.
2. I understand that cancellation of membership and/or from the Swim Section does not entitle me to any refund, in full or pro rata rebate, which applies to group, private and semi-private lessons. Any cancellation of membership and/or from the Swim Section must be advised in writing to the Panaga Club Member Services Office either in person or through the Panaga Club Website. Members who resign from the Swim Section are only allowed to re-apply: **for private and semi-private lessons – after two months from the cancellation date while for group lessons – after six months from the cancellation date** and as per waiting list.
3. I understand that upon acceptance into the program, I hereby authorize the Panaga Club to deduct the relevant fee from my Panaga Club account by automatic chit.
 - **Monthly fees for Group Lessons are charged every month, regardless of school holidays, breaks, etc. Full monthly fees are payable according to squad level, regardless of the number of lessons or training sessions that are attended. No replacement classes will be given for group lessons unless otherwise informed by Swim Coach.**
 - **Private and Semi-Private lessons are billed per lesson; once you accept the place you will be billed for all lessons regardless of attendance. Replacement classes for lessons missed can be arranged in agreement between Swim Coach and student/member. Lessons will not take place or be billed on public holidays or during Panaga School holidays unless prior arrangement is made with the Swim Coach. Lessons will not be billed if the Swim Coach cancels the lesson, or the pool is closed.**
4. I understand that it is possible for me to enroll with both Group and Private lessons and that I will be billed accordingly. Being a member of a lesson does not preclude me from joining any of the other lesson types offered by Swim Section. I also understand that I will be put onto the relevant waiting list and offered a place when one becomes available.
5. I understand that from time-to-time swimming lessons may be cancelled due to Public Holidays, the Coach's absence (swim meets, vacation, etc.), or due to pool closures. Swimming lessons generally run during Panaga School's term dates. Any changes in lesson time will either be informed directly by coaches and/or the Panaga Club Lesson Registrar through email and/or WhatsApp.
6. I, or my nominated representative (including amahs), will be present within the enclosed pool deck area throughout my child's swimming lesson.
7. I understand that I must arrive or drop my child/children off and leave/pick up from the poolside promptly for the lesson times to enable all lessons to run to time.
8. I understand that children are continually assessed by the Head Coach or his designate(s) and that placement in the appropriate group rests completely with the Head Coach. Following entry to the program, I understand that requests for individual assessments cannot be considered.
9. I understand that any promotion to the next swim level will be at the discretion of the Head Coach and will be advised by the Panaga Club Lessons Registrar.
10. I understand that sometimes during a Swim Section swim event, photographs are taken of members and that these photos may be posted on the Website / Notice Boards / Photo Shop.
11. I understand that the children learn-to-swim lessons are based on parent participation. I further understand that there may be a waiting list for some of the classes offered. Should my child not attend classes regularly due to any reasons, I understand that I will still be charged in full, without any refund in full or pro rata rebate, for all lessons regardless of attendance until I officially submit my resignation to the Panaga Club Lessons Registrar either by filling out a section cancellation form (via club website online form, at our Member Services Office or email to: lessonsregistrar@panagaclub.com). I also understand that replacement classes will not be given, unless otherwise agreed with the Swim Coach for my child's non-attendance.
12. I understand that the Head Coach is busy during lesson times and therefore it is expected that parents do not talk to the Head Coach at length regarding their child's swimming. The Head Coach can be contacted out of lesson times and will be happy to discuss your child's progress. Alternatively, you can contact the Panaga Club Lesson Registrar if you have a query regarding lesson time or level at: lessonsregistrar@panagaclub.com. For faster responses, you may also contact her through WhatsApp at her hotline: **+673 747 5754**.
13. I understand that places offered by the Panaga Club due to changes to level (promotion) may result in a change of time/day this will also be done by the Panaga Club Lesson Registrar. You/your child will not be enrolled to the new lesson time until this has been confirmed in writing.
14. I understand that only those attending the lesson should be in the part of the pool where the lesson is being carried out. I also understand that it is not beneficial for me/my child to swim prior to the lesson taking place.
15. I understand that Swim Section reserve the right to amend or change the fees or lessons times where appropriate and we will be informed of these changes accordingly.
16. General information and any events (including pool closures) on the Swim Section can be found on the Panaga Club website and via club newsletter. Email will be mainly used to communicate with you directly in relation to your lesson offer. If you have not received any feedback after registering for swim lessons, you may contact our Panaga Club Lessons Registrar at: lessonsregistrar@panagaclub.com / WhatsApp Hotline: **+673 747 5754**.

PANAGA SWIM SECTION SWIMMING LESSON INFORMATION, FEES AND BILLING

LESSON TYPE	INFORMATION	FEES
Group Lessons – Children BabyRays Learn to Swim Program Level 1 to Level 7	These lessons are run for all different levels and are usually held in a group of approximately 4-10 students (depending on the level enrolled). If you accept a place in group lessons, you will automatically become a member of Swim Section and therefore will be required to pay the monthly subscription fee.	B\$30.00 per child per calendar month for membership to Swim Section. You will be charged monthly through your Panaga Club Account from the agreed starting date until you officially resign from the section.
Group Lessons – Children Learn to Swim Program Level 8	Children in Level 8 lesson receive two lessons per week . These lessons are usually held in a group of approximately 8-12. If you accept a place in group lessons, you will automatically become a member of Swim Section and therefore will be required to pay the monthly subscription fee.	B\$50.00 per person per calendar month for membership to Swim Section. You will be charged monthly through your Panaga Club Account from the agreed starting date until you officially resign from the section.
Group Lessons – Children Junior Competition Squad Competition Squad	These lessons are by invitation only, a separate Registration Form will be provided, and Code of Conduct is to be signed. <ul style="list-style-type: none"> ● Junior Comp. Squad (generally 7-9 years old) ● Comp. Squad (generally 10+ years old) If you accept a place in Junior Competition Squad or Competition Squad, you will automatically become a member of Swim Section and therefore will be required to pay the monthly subscription fee.	Junior Competition Squad lessons are B\$50.00 per person per calendar month. Competition Squad lessons are B\$70.00 per person per calendar month. You will be charged monthly through your Panaga Club Account from the agreed starting date until you officially resign from the section.
Private and Semi-Private Lessons – Adults and Children	Private and Semi-private lessons are run for all different levels and are held in smaller groups, up to a maximum of 4 per time slot only. Private lessons indicate that there is only 1 student per time slot, whereas semi-private lessons could have 2 – 4 students per time slot. Semi-private lessons are ideal for absolute beginners or swimmers who wish to improve technique. However, the preference for children is group lessons as compared to private and/or semi-private lessons.	Private lessons for 1 person only per lesson slot are B\$35.00 for a 30-minute lesson. Semi-private lessons for group of 2 are B\$20.00 per person for a 30-minute lesson. Semi-private lessons for group of 3-4 are B\$15.00 per person for a 30-minute lesson. You will be charged per lesson through your Panaga Club Account from the agreed starting date until you officially resign from the section.

Payments for **Group Lessons** will be automatically charged to your Panaga Club Account by automatic chit each calendar month. Once you have accepted the place offered you will be charged regardless of attendance. Frequent non-attendance and/or no show will be taken note by Swim Coach and the Panaga Club Lessons Registrar will be informed. You will continue to be charged monthly until you formally resign from the Swim Section. This can be done by either by filling out a section cancellation form (via club website online form, at our Member Services Office or email to: lessonsregistrar@panagaclub.com). Please take note that **informing the Swim Coach of your cancellation is insufficient**. Charges will only be stopped once your resignation is received and confirmed by the Panaga Club Lessons Registrar. For group lessons, you will be charged up and until the month of resignation received unless otherwise agreed with the Panaga Club Lessons Registrar. If in the case that you have not heard from us after submitting your resignation, you may contact the Panaga Club Lessons Registrar through WhatsApp at her hotline: **+673 747 5754**. For group lessons, you are only allowed to **re-apply after a minimum of six (6) months from the cancellation date** and as per waiting list.

Private and Semi-Private lessons are billed per lesson; once you accept the place you will be billed for all lessons regardless of attendance. Replacement classes for lessons missed can be arranged in agreement between Swim Coach and student/member. The fees per lesson will remain fixed. **If there are any changes to the number of students in a private and/or semi-private time slot, you will be informed by the Panaga Club Lessons Registrar in writing prior to being charged otherwise**. Lessons will not take place or be billed on public holidays or during Panaga School holidays unless prior arrangement is made with the Swim Coach. Lessons will not be billed if the Swim Coach cancels the lesson, or the pool is closed. Lesson fees will be automatically deducted from your Panaga Club Account (automatic chit) each calendar month.

If you would like to **pause your private and/or semi-private lessons** due to personal reasons, please **provide notice to both the Panaga Club Lessons Registrar and the Swim Coach at least 2 weeks in advance**, so that necessary arrangements can be made. To do so, you will need to email to lessonsregistrar@panagaclub.com. Please take note that **informing the Swim Coach of your intention is insufficient**. Charges will only be stopped once your notification is received and confirmed by the Panaga Club Lessons Registrar. For private and/or semi-private lessons, you will be charged up until the last lesson attended unless otherwise agreed with the Panaga Club Lessons Registrar. You are only allowed to re-apply and/or re-join (after pausing) for private and/or semi-private lessons **after a minimum of two (2) months from the cancellation date** and as per waiting list.