

## Policies & Procedures

AquaStart Academy

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### 1. Child Protection Policy

The safety and wellbeing of all children attending swimming lessons is our highest priority. We are committed to providing a safe, supportive, and positive environment where children are protected from harm and treated with dignity and respect.

#### At AquaStart Academy we:

- Put children's welfare first.
- Treat all children fairly and with respect.
- Maintain appropriate professional boundaries.
- Respond appropriately to any concerns regarding a child's safety.
- Comply with applicable child protection legislation.

### 2. Photography and Social Media Policy

To protect the privacy of all children, parents and caregivers must avoid photography or video recording during swim lessons.

#### AquaStart Academy may take photographs or videos for:

- Marketing, social media, website content, and promotional materials.

*Only children for whom written consent has been provided will be photographed.*

### 3. Communication Policy

Official communication will occur through:

- Email
- Website
- Official social media pages

*Parents and staff are expected to communicate respectfully at all times.*

### 4. Complaints Procedure

We welcome feedback and seek to resolve concerns fairly and promptly.

**Step 1:** Discuss the concern directly with the instructor or Swim School Director.

**Step 2:** If unresolved, submit a written complaint via email including:

- Your child's name
- Date of incident and a description of the concern

*All complaints are handled confidentially and respectfully.*

### 5. Refund Policy

Lesson fees are paid in advance and secure a place for the upcoming term. Fees cover swim lessons, pool hire, pool entry, and administration costs.

#### Refunds may be granted for:

- The instructor being unwell and unable to attend.
- The pool facility undergoing a temporary closure.
- Water quality concerns.
- Public health requirements.

In the event of a cancellation, caregivers will be notified via email as promptly as possible. AquaStart Academy reserves the right to cancel lessons whenever conditions are considered unsafe.

#### Refunds are not provided for:

- Change of mind.
- Missed lessons due to child illness.

#### VISIT

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- Family holidays.
- Scheduling conflicts.

## 6. Behaviour Expectations Policy

### Students are expected to:

- Follow instructor directions.
- Treat others respectfully.
- Participate safely.
- Use appropriate language.

### The following may result in removal from the lesson:

- Deliberate disruption.
- Physical aggression.
- Unsafe conduct in or around the water.

*Repeated incidents of unsafe behaviour may result in enrolment being suspended.*

## 7. Parent Supervision and Pick-Up Procedure

### Parents remain responsible for their child:

- Before lessons begin.
- After lessons end.
- While on pool premises outside lesson times.

### Parents and caregivers must:

- Ensure children arrive at their lesson on time.
- Be present to collect their child upon lesson completion.

*The instructor will not be responsible for your child after the lesson concludes.*



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