



## Terms & Conditions

### 1. Swim School Fees

Learn to swim level	Price per term/Month	Price per lesson
Water babies	\$225 Term (10week)	\$22.50
Learn to swim	\$275 Term (10week)	\$27.50
Learn to swim private	Single lesson	\$60.00
Stingrays & Makos	\$250 Term	\$25.00
Power Hour Squad	\$200 Term (1-2sessions)	
STC Club Squad	\$85.00 month	
STC Performance Squad	\$110.00 month	

### 2. Attendance

#### a. Marking Attendance

- All children will have their names marked off by the Deck Supervisor during the lesson

#### b. Make Up Lessons

Please Log into the Customer Portal to cancel the lesson.

If you are unable to attend the lesson you are entitled to 2 make up lesson per term. These classes are part of our normal program and timings and instructors are subject to availability.

- To access make up token, you must cancel your child out of the lesson through the portal. Online cancellation must be made **before 8am (morning classes)** and **before 1pm (afternoon classes)**
- Makeup lessons are valid for all LTS levels from Baby Jellyfish up to Stingrays (pre-squad)
- Each child is eligible for 2 make up lessons per term
- Must book make up within a 2 week window from the date of cancelled lesson
- Once you have your make up token, please book your child in to a make up lesson through the portal
- Once booked you cannot reschedule a makeup lesson

- Unattended or unscheduled makeup lessons will be forfeited at the end of term
- If the pool is closed due to unforeseen reasons an extra make up lesson will be given to the child
- The Swim School will arrange for the make up token to be placed on the child's account. You will need to book them into a lesson through the portal after

**c. Absence/Illness**

- Cancel your child out of their lesson through the customer portal to eligible for a make-up token
- If your child is sick and misses their lesson three times, you will need to provide a doctor's certificate to gain an extra make up token
- You will receive a makeup token to use for the lessons missed. A make-up token will be issued **AFTER** the completion of their regular lesson
- If you are not feeling well, please do not attend your lesson. Please cancel and book a makeup. This includes but is not limited to sore throat, cough, runny nose

**d. Changes in Bookings**

- You can make changes to your booking via the customer portal. Changes will be subject to availability

**e. Drop Off/Pick Up**

- External patrons must enter & exit the facility via MacPhersons Street
- Junior School children are to be picked up from the JS collection point
- If parents are later than 10mins to collect, the child will be sent to Aftercare. Anytime your child is sent to Aftercare, you will be charged accordingly
- Senior School students can exit via Macphersons street if their parents are there to collect them. We do not want students lingering outside of the facility
- St Catherine's students will access the Aquatics Centre from within the school after class

### **3. ENROLMENT**

All forms, documents and waivers must be completed and accepted on the customer portal prior to first lesson. Families are encouraged to arrive 15 minutes early to their first lesson to ensure all enrolment details are correct. We reserve the right to cancel enrolments if all policy documents have not been verified. The learn to swim fees are payable at the start of every term via direct debit only. The squad program is payable monthly via **direct debit only**.

### **4. COVID-19**

St Catherine's Swim School is a COVID Safe business and currently adheres to the COVID-19 guidelines from NSW Health.

- All parents/guardians must **CHECK-IN** to the facility and show their vaccination record. If not vaccinated, you will be refused entry into the facility
- All members must **maintain 1.5m distance** between themselves and other members
- Only **1 parent/guardian** to attend the LTS lesson

- We ask that any customers not feeling well to please stay home. Make up tokens will be issued
- All spectators will always be required to **wear a face mask** inside the facility
- Close Contacts
  - Staff household contacts do not need to isolate if tested negative
  - If you have covid you must isolate for 7 days

## 5. Change rooms

St Catherine's Swim School follows the guidelines set by the Aquatic and Recreation Institute of Australia.

- Children 7 years and under are allowed in the opposite gender changerooms accompanied by a parent
- Parents with children over the age of 7 will have access to a family changeroom
- St Catherine's Swim School does not allow any form of changing on the pool deck for children or adults. If using the pool deck showers, you must change in the changerooms provided

## 6. Cancellations/credits and refunds

### a. Cancellations

- You can request to cancel your lessons via the portal.
- The swim school reserves the right to cancel a class if numbers are low. If this occurs our staff will work with the families to find the best alternatives

### b. Refunds/Credits

- Refunds/Credits will only be considered for children who cannot continue swimming **due to severe reasons such as injury or illness**
- To be considered please direct your email to the Swim School Coordinator
- Request must be submitted within 2 weeks of the injury/illness
- The request must be accompanied by any supporting medical documents
- The Swim School can refuse a refund/credit if criteria not met

## 7. Swim Attire

### a. Swim Caps

- All children will receive a complimentary swim cap on registering
- You can purchase caps from the LTS reception if lost
- Swim caps are not compulsory but strongly encouraged

### b. Swimwear

- Appropriate swim costumes **MUST** be worn at all times whilst in the water
- Children over the age of 3 should not wear a rashie or boardshorts during their lesson
- St Catherine's students must wear school swimmers during school aquatic programs  
Outside school hours, students can wear their own swimmers
- Swimmer nappies **MUST** be used at all times when necessary

**c. Goggles**

- Goggles are not compulsory during lessons but encouraged from Octopus level
- Due to the current guidelines equipment such as goggles and swimming caps will not be lent out but are available to purchase from the LTS reception
- You can purchase goggles and caps via the customer portal. Click on the PROSHOP to view items. Once purchased online, you will collect them from LTS reception

**d. Lost Property**

- Any item left behind will be kept in the lost property box located inside the Learn to Swim reception
- All lost property will be removed at the end of each term

## **8. Pool Rules**

- All customers must follow instructions from staff at all times
- School students cannot enter the facility without a staff member
- School students will change into their swim costumes before heading down to the pool. After the lesson, students will walk back up to the change rooms before going back to class
- With the exception of water bottles, NO food or drinks are to be consumed on the pool deck or seating areas
- No running on the pool deck
- Diving into the pool is only permitted when supervised by a St Catherine's staff member

## **9. Recording Devices**

**NO** recording devices are to be used by families anywhere in the Aquatics Centre.

This includes but is not limited to

- Mobile phones
- Tablets
- Cameras
- Video/digital recorders