



## Terms and Conditions

### 1. Fees

Level	Price per term/ Month	Price per lesson
Water Babies	\$225 term (10 weeks)	\$22.50
Learn to swim (levels 1-5)	\$275 Term (10 weeks)	\$27.50
Learn to swim private	Single lesson	\$60.00
Stingrays & Makos	\$250 Term	\$25.00
Development Squad	\$250 Term	1-2 sessions per week
Power Hour Squad	\$250 Term	1-2 sessions per week
Junior Club Squad	\$90.00 per month	
Senior Club Squad	\$110.00 per month	

### 2. Attendance

#### a. Marking attendance

- Please use iPads provided upon entrance to mark attendance and check in.
- Any issues with check in please see reception or deck Supervisor.

#### b. Make up Lessons

- If you are unable to attend the lesson, you are entitled to **2 make-up lessons per term**.
- To be issued a make-up token, you must mark your child absent to the particular class.
- Make- up lessons are valid for all levels from Baby Jellyfish to our Development squad.
- Each child is eligible for two make up lessons per term.
- Make-up token will be available after the absent lesson and must be utilised within 2 weeks before it expires.

<https://support.iclasspro.com/hc/en-us/articles/360015643154-How-Do-Makeup-Tokens-Work-in-the-Customer-Portal->

- Once you have your make-up token, please book your child into a make-up lesson through the portal for our staff to approve and process.
- Unattended or unscheduled make up lessons will be forfeited at the end of term.
- If the pool is closed due to unforeseen reasons a credit will be added to your account
- The make-up token will be placed on child's account. Parent or guardians will then have to book them into a lesson through the portal.

#### c. Absences / Illness

- Mark your child as absent through the customer portal to be eligible for a make-up token.
- If your child is sick and misses their lesson more than twice, you will need to provide a doctor's certificate to gain an extra make-up token.
- You will receive a make-up token to use for the lesson missed. A make-up token will be issued AFTER the completion of their missed lesson.
- If you are not feeling well, please do not attend your lesson. Please request an absence and book a make-up lesson.

<https://support.iclasspro.com/hc/en-us/articles/360047533193-How-Do-I-Submit-a-Future-Absence-Request-Through-the-Customer-Portal->

#### d. Changes in Booking

- You can make changes to enrolments via your iClassPro app. Changes will be subjected to availability.

#### e. Drop Off / Pick up

- External patrons must enter and exit the facility via MacPherson Street

#### St Catherine's students

- A staff member will collect all STC students each afternoon at 3pm from the playground and bring them down to the pool
- If a student's lesson is at a later time, they must attend After School Care and will later be brought down by a staff member.
- Junior School children are to be picked up from the Learn to Swim pool at the conclusion of their lesson.
- If parents are late the deck supervisor will call first before sending to after school care. Please note that after care is additional charge.
- St Catherine's students must enter the Aquatic Centre from within the school once school has finished.

- Senior school students can exit via Macpherson Street if they are getting collected by a parent/guardian or catching public transport. We do not want students lingering outside of the facility.

### 3. Enrolments

- 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 enrolments 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. Payments

To secure enrolments for the following term, payment must be finalised by the last day of the current term. Payment needs to be made via direct debit through your iClass account.

### 5. Change Rooms

St Catherine's swim school follow the guidelines set by the Aquatic and Recreation Institute of Australia

- Children 7 year and under are allowed in the opposite gender changeroom accompanied by a parent
- 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 shower, you must change in the changeroom provided

### 6. Cancellations/ Credits and refunds

#### a. Cancellations

- You can request to cancel your lesson via the customer 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 best alternatives

#### b. Refunds/ Credits

- Refunds/ Credits will only be considered for children who can't continue swimming due to server 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 document
- 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 three should wear a rashie or boardshorts during their lesson
- St Catherine's students must wear school swimmers during school aquatic program. Outside school hours, students can wear their own swimmers
- Swimmer nappies **MUST** be always used when necessary

### 8. COVID – 19

- St Catherine's swim school is a COVID safe business and currently adheres to the COVID – 19 guidelines from NSW health.