

Frequently Asked Questions

Q. How old do children have to be to begin lessons?

A. We start lessons from 6 months old, and offer a range of levels to cater to all skill levels leading up to our squad program.

Q. Do you offer any programs for babies before they begin formal lessons?

A. Splish Splash is an exciting new edition to the centre. Offering a play group type program that caters for children 2-6 months of age. Come down and socialise with other parents, find out handy information about bubs and water and start your child's aquatic experience.

Q. Can I leave the centre while my child is in their swimming lesson?

A. No, an adult must always be in the centre when a child is in the water for a lesson or casual swim.

Q. Do I have to pay as the parent bringing my child to lessons?

A. On the day of your child's lesson up to two parents/guardians can accompany the child free of charge to spectate, if you wish to swim you will need to pay entry (child in lessons swims free all year round) when paying on direct debit.

Q. Do parents need to pay to swim with their child on non-lesson days?

A. Yes, the Swimming and Water Safety membership includes free aquatic access all year round *for the child enrolled ONLY*. As an accompanying parent on a non-lesson day you must pay either a \$3.80 spectator fee (if your child is 5+ years old) or a \$8 casual adult entry fee if you are also swimming. If your child is under the age 4 a full paying parent must accompany the child in the water as you are required to be within arms reach of your child at all times.

Q. What if I am an adult enrolled into swimming lessons?

A. As an adult enrolled into a swimming lesson you get all the same benefits as a child enrolled into swimming lessons, which includes free aquatic access all year round.

Q. Do lessons run by terms and how is payment made?

A. Our Swimming and Water Safety lessons run all year round, and require a minimum of 16 weeks enrolment, they are offered on a direct debit basis.

Q. What if we go away on holidays?

A. We can suspend your membership free of charge for **2 week a year** per member to hold your spot in the class. For any holidays or scheduled breaks, we require a minimum of 7 days notice and a suspension form **must** be filled out at reception.

During the 4 weeks of summer (Christmas) holidays where we do not run lessons you have the option to either apply a free suspension to your membership (please note you cannot access the facility free of charge during this time if you choose free suspension) or you can continue to be debited during this time and the entire family can access the pool free of charge on any day for this period, plus each child enrolled receives 1 week free of holiday intensive lessons (A 5 consecutive day program of 1 x 30 minute lesson per day).

Q. What if my child is sick and cannot attend lessons?

A. If your child is sick we do not encourage you to attend lessons. If you can provide us with a medical certificate we will organise a make-up lesson for your child. Make-up lessons are held in specific makeup timeslots only. If you are unable to attend the available lesson day or time we can offer a Family Pool Pass.

If your child has an ongoing medical condition and will not be able to attend lessons for a long period of time other options are available, in this case please email the details to management. Please note you are able to claim a maximum of 2 makeup lessons per 16 weeks.

Q. What if we cannot make a lesson for a non-medical reason?

A. If you are able to call us or email us before your scheduled lesson day to notify us of non-attendance we may be able to organise a Family Pool Pass for you. If you are a no show with no notice then we encourage you to use the facility on another day to practice your swimming. Please note you are able to claim a maximum of 2 makeup lessons per 16 weeks.

Q. How much notice do I need to give if I am cancelling my membership and are there any associated costs?

A. We require 14 days written notice for any cancellations via our cancellation form. You must come into the centre to fill in a cancellation form as the signature of the responsible adult is required. The cancellation forms are available upon request at reception. There are no associated costs for cancellation. If your cancellation is due to a medical emergency or of a similar nature, please contact management with the details to discuss your options.

Q. Do you run lessons on a public holiday?

A. Yes, there are lessons on public holidays unless specifically notified otherwise. However if your lesson falls outside of our public holiday opening hours, accounts are suspended free of charge.