

Swim School FAQ

How do I enrol?

The best way to enrol is to come down to the centre and fill in an enrolment form. If your child is six or older you can arrange, via telephone, to have them assessed by our swim school coordinator so we can have them enrolled into the correct class for their swimming ability.

When are assessment times?

Monday & Thursday 5:00 – 5:30pm

Saturday 12:00 – 12:30pm

How long is the minimum lesson period?

Our program runs from the middle of January through until the middle of December. It is a 16 week minimum lesson program, which commences on the week you enrol. We run lessons as normal between these dates, breaking over the 5 public holidays in April for Easter. Otherwise lessons will run as normal.

How long are the classes?

Classes run for 30 minutes.

How do I pay?

We have 2 options for payment;

Direct Debit Option Swim School Membership

1. The minimum participation period is 16 weeks. Your membership will continue week by week unless we are notified to cancel or suspend. This secures your lesson for each 16 week course.
2. After the minimum period, a member need only give one week notice in order to suspend or cancel.
3. Time stop is available on the swim school membership.
4. A once off \$20 admin fee is payable in order to set up the membership and the direct debit system.
5. Payment can be made by nominating a credit card or bank account.
6. The class booking is not complete until the member has filled out the necessary debit forms, membership form.
7. Payment will occur automatically every week so you do not need to track or remember to pay.

Up front Swim School Membership

1. Payments are to be made in full for the 16 week minimum lesson program prior to being booked into a class.
2. Payments can be made via cash credit card or EFTPOS.

3. The minimum participation period is 16 weeks.
4. There are no refunds on unused portions of swim school lessons
5. There is no “time stop” on upfront options
6. Student wishing to re enrol need to do so prior to the expiration of swimming lessons to secure their lesson.
7. The class booking is not complete until full payment has been made.

When do payments occur?

For direct debit, payments are weekly and occur automatically so you do not have to keep track or remember to pay. They will occur on the same day each week.

Can I suspend my Direct Debit?

We offer you the ability to suspend your direct debit for the school holidays, illness, or other necessary reasons for as long as you like for a \$5.00 per week/per contract. This holds your spot in the swim school during the time you are suspended. Just come in and fill out a suspension form.

How do I cancel?

After the initial 16 week lesson program, we only require a minimum 7 days notice to cancel your swim lesson membership. All you need to do is come in and fill out a cancellation request form.

How do I change my class time?

If by chance your normal class time does not suit you any longer, we will do our best to find a better time for you. Either call the centre to speak with one of our friendly staff members or ask about availability of other lessons at the swim school desk on your next visit.