



POLICIES AND INFORMATION SPRING/SUMMER 2018/2019

Sign In

All swimmers must sign-in prior to entering the pool. Please go to the canteen/office when you arrive and get a stamp on your child's hand, so that the instructor can be assured that you have followed the procedure. Although this can be inconvenient (especially if you're running late), it is an insurance requirement that we must adhere to. Thank you for your co-operation.

Bookings - Term To Term

When rolling over into a new term you will automatically have a confirmed booking with us, **if you do not wish to continue please let us know via email or in person at the pool prior to the end of the current term.**

Cancellations

Bookings are for the whole term. We are unable to accept cancellations and will not provide credits if you withdraw from classes unless it is due to illness, injury or other extenuating circumstances. Cancellations made less than 7 days prior to the commencement of the term will incur a cancellation fee equivalent to one week's fees.

Refunds

Refunds for swimming lessons may be considered and will be determined on a case by case basis. Where appropriate, A Quality Swim Schools will make arrangements to accommodate you. For all refunds the following will apply:

- 7 days' notice of the cancellation is required by filling out the appropriate form. An administration fee of \$20 will be incurred; the balance of the remaining lessons will be refunded or credited to next terms swimming lessons.

Make-Up Lessons

Learn to Swim make-up lessons will only be granted in the event of illness or injury and if at least 6 hours prior notification of non-attendance is received. There will be a maximum of 2 make-up lessons per child per term which have to be taken within the same term (**Make up lessons cannot be rolled over to the following term**). Make-up lesson requests for any other reason will be considered on a case by case basis. In the event of extended illness, please provide a doctors certificate and we will make arrangements to accommodate you to the best of our ability.

Squad swimmers are able to negotiate alternative sessions (for illness only) but bookings are essential to ensure swimmers' safety.

*You are only eligible for make-up lessons if your account is paid in full.

Winter Bookings (Term 2 & Term 3)

Important information about Winter Swimming

The pool is heated to 27 degrees and is very comfortable for swimming however the air temperature can sometimes be cool – please consider this when booking and make sure that your swimmer is prepared when they get out of the water.

Cancellations made less than 7 days prior to the commencement of or during the winter terms will forfeit two weeks swimming fees.

Sibling Discount

A Quality Swim Schools offers a siblings discount to families with 3 or more swimmers enrolled in the same term. This discount applies to families that are billed on the same invoice and have the same parents/guardians listed as their primary contact on their medical form. A 10% discount will be applied to the 3rd and subsequent swimmers in a family.

Teacher Absences

We schedule our instructors to avoid any unnecessary staff absence; however, at times a teacher may be unavoidably absent. In the extreme case when no substitute can be provided, we will arrange a make-up lesson or issue credit towards the next terms classes.

Inclement Weather

Classes will only be cancelled in the event of a thunderstorm or severe cyclonic weather. Classes will continue as scheduled in wet weather. In the event of a thunderstorm during your scheduled lesson time, A Quality Swim Schools will cancel the class and will either arrange a make-up lesson or issue a credit towards the next terms classes. We will make every effort to send an SMS to your mobile phone advising of cancellations however if you are unsure please do not assume your class has been cancelled, please call to verify. We do evaluate the situation every half hour and will know no sooner than 30 minutes before your scheduled class time.

Pool Safety

A Quality Swim Schools staff is only responsible for your child during their scheduled lesson time. Children who are inside the pool complex at other times are the responsibility of their parent or guardian or another adult designated by the child's parent. **ALL CHILDREN MUST HAVE ADULT SUPERVISION AT ALL TIMES AND ARE NOT PERMITTED IN THE SCHOOL GROUNDS OR POOL COMPLEX WITHOUT SUPERVISION.**

Hygiene

There are a number of highly contagious and infectious conditions that parents and caregivers need to be aware of. Some of the most common are listed below and should your child present with any of these, they will be temporarily excluded from swimming lessons until the condition has passed:

- Vomiting
- Diarrhoea
- School Sores
- Conjunctivitis

We also ask that any open wounds be covered with a waterproof dressing.



Amenities

A Quality Swim Schools staff cannot be responsible for monitoring children in this area. Parents are asked to ensure that children are appropriately supervised when using the amenities. Should your child need to use the toilet during a lesson, they will be directed to their parent or guardian, who will be responsible for their supervision at the toilet and for returning the child to the lesson.

Assessments and Trials

Assessments are a 15 minute booked session designed to allocate your child/ren into a level that is suitable for them, there is no charge for an assessment.

A trial is suitable when we have enough information about your child's swimming ability and we allocate them into a class without an assessment, if you are booked for a trial it is under the assumption that your child will stay in that class. Trials are to be paid for as part of the terms lesson fees. After the trial if you choose not to book lessons with us you are not required to pay for the trial.

Safety Week

Safety week for Learn to Swim, Stroke Development and Mini Squad is held in Week 5. It is held in Week 7 for all other squads. We ask that children wear light clothes over their togs and don't wear goggles, this is not compulsory however our aim is to encourage the children to get the most out of our safety program which is designed by Royal Life Saving Australia. In Term 1 & Term 4 Safety Week Certificates will be awarded for those children who pass the requirements of the session, in Term 2 & Term 3 Certificates will not be awarded.

Fun Week

Fun week is held in Week 10 of Term 1 & Term 4, it is a structured lesson of games and activities with inflatables. We believe at A Quality Swim Schools that the children deserve a fun structured lesson at the end of the Summer Seasons Terms.

In Week 10 of Term 2 & Term 3 we hold a normal structured lesson for the first 20 minutes and the last 10 minutes of that lesson is for fun and a game. It is your choice to have your child participate in Fun Week and you are allowed to choose an extra make up lesson **prior** to fun week if you don't want your child to participate. Make up lessons will not be carried in to a new term.

Contact Details

Please ensure that we have your current details on file at **ALL** times including an emergency contact. If at any times these change please see one of our convenors to update them on your medical/enrolment form.

All lessons fees are due on the day of your first lesson each term.



complete swimming experience

Fee Structure

FEE STRUCTURE SPRING/SUMMER 2018/19				
Class	Students Per Class	Term 4 2018	Term 1 2019	Cost per lesson/ Session
		10 weeks	10 weeks	
*Adult Learn to Swim	4	\$160.00	\$160.00	\$16
*Babies & Toddlers	6	\$160.00	\$160.00	\$16
*Swimmers with Disabilities	1 = 15Mins	\$190.00	\$190.00	\$19
Pre-Prep	3	\$160.00	\$160.00	\$16
Beginner Learn to Swim	4	\$160.00	\$160.00	\$16
Intermediate Learn to Swim	4	\$160.00	\$160.00	\$16
Advanced Learn to Swim	4	\$160.00	\$160.00	\$16
Beginner Stroke Development	6	\$150.00	\$150.00	\$15
Advanced Stroke Development	6	\$150.00	\$150.00	\$15
Mini Squad & Junior Squad	Once Per Week	\$120.00	\$120.00	\$12
	Twice Per Week	\$200.00	\$200.00	\$10
	Three+ Per Week	\$270.00	\$270.00	\$9
Intermediate Squad & Senior Squad	Once Per Week	\$130.00	\$130.00	\$13
	Twice Per Week	\$220.00	\$220.00	\$11
	Three+ Per Week	\$300.00	\$300.00	\$10
*Adult Squad	\$90.00 for 10 sessions - \$11.00 Casual			
*Public Swimming	\$5.00 Per Session			

EFT bank details are:

ST George Bank
 A Quality Swim Schools
 BSB: 114 879
 ACC: 468 589 501
EFTPOS Available

Email: nundah@aqualityswimschools.com.au

Mobile: 0422 546 781

Operating Hours

Pool Phone: 3635 5859

Mon to Fri 2.30pm-5.30pm

Tues/Thurs/Fri 7.00am-9.30am

Sat 8.00am-11.00am

Sun 8.30am-11.00am