



St Catherine's Swim School FAQ's

Learn to swim fees structure

Term 1: 0-week program

Term 2: 10-week program

Term 3: 10-week program

Term 4: 10-week program

| Learn to swim level | Price per term | Price per lesson |
|-----------------------|------------------------|------------------|
| Water babies | \$225 | \$22.50 |
| Learn to swim | \$275 | \$27.50 |
| Learn to swim private | Single | \$60.00 |
| Makos & stingrays | \$250 (1 session/week) | \$25.00 |

Learn to Swim

1. How many classes can my child attend per week?

- Learn to swim classes allow you to register for 1 class a week
- Stingrays and Mako pre-squads allow you to register for 1 class a week

2. What is the customer portal and how do I sign up?

You will be able to organise your child's lessons all through the customer portal. Once booked into a class you will remain in that class until you cancel. You hold that position.

Step 1 – create account

Step 2 – select learn to swim level

Step 3 – select child

Step 4 – select day/time

Step 5 – make payment

3. Sign up for direct debit

- Add payment details
- Accept billing authorisation conditions

4. How do I cancel my class if my child can't attend?

You can cancel your child out of a lesson through the customer portal. Please note: the m/u token will not appear until after the regular lesson has been completed

Step 1 – Go to account on customer portal

Step 2 – Cancel child out of lesson (an automatic make-up token will be sent to your account)

5. How do I book a make-up lesson?

Step 1 – Check account to see if you have a valid make-up token

Step 2 – Find class you wish to book your child into

- Cannot select a class that occurs before regular lesson
- Must use make up token within 2 weeks of cancelled lesson

Step 3 – Book child into class using token

6. How do I change the day/time of my child's lesson?

You can make changes via the customer portal

If you need to change day/times permanently due to unforeseen circumstances

Step 1 – Email Swim School with reasons for changing

Step 2 – If approved and pending availability, the Swim School Manager will make the arrangements based on the information provided

7. How do I check my child's progression?

You can check your child's progress using the customer portal

Step 1 – Log in to the customer portal

Step 2 – Select "view skill tree"

8. Can I use Active Kids Voucher or NSW Service "First Lap" voucher?

St Catherine's School does not accept the Active Kids or First Lap voucher for lessons

St Catherine's Learn to Swim

- All 3:15pm classes are dedicated to St Catherine's students only.
 - This is an agreement with the school to allow for St Catherine's students to have priority
- External enrolments have the option of the 4:15pm class pending availability

General Enquiries

1. COVID-19 protocols

- a. We follow the advice given by the NSW Department of Health
- b. Masks to always be worn by spectators when inside the facility
- c. One spectator to each student

2. How do I access the Aquatic Centre?

- a. Aquatic Centre access is via Macpherson St. **NO entry** through the school.

3. What is the pick-up and drop off process?

- a. Parents/guardians can pick up their child via McPherson Street. Students are to wait inside the facility in the designated area until the parent arrive.
- b. If the parent is late, the child will be sent to Aftercare. The parent will be notified and billed accordingly

4. Who do I speak to about my child's progression?

- a. Please see the Deck Supervisor to ask questions about progression, assessments or any inquiries.

5. Swim Assessments

- a. In the first week of lessons, there will be ongoing informal assessments during the classes. This will enable any movement between classes.
- b. Assessments will be held for new enrolments on the following days
 - i. Monday, Wednesday & Friday mornings at 11am
 - ii. Tuesday and Thursday afternoons at 5pm
- c. Email Swim School to book in for assessments