



Frequently Asked Questions

Learn to Swim Program:

Term 1: 10 – week program

Term 2: 10 – week program

Term 3: 10 – week program

Term 4: 10 – week program

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	

How many classes can my child attend per week?

- Learn to swim classes allow you to register for ONE class a week
- Stingray's pre-squads allow you to register for ONE Class a week
- Mako, Development, Power hour allow you to register for TWO sessions per week

How to book classes?

You will be able to organise your child's lessons through the UDIO customer portal.

Processed to log into your account. **Please note that before booking a class you have contact the swim school and organised your assessment.** Once you have created account you can book the class you want if there is availability. The swim school will charge payment to your account.

- Create your account on UDIO customer portal
- Select their Learn to Swim level
- Select your child
- Select your preferred day/time
- Make your payment

How to sign up for direct debit?

Our swimming fees are charged as soon as the booking is confirmed by us.

- From the dashboard, click 'Add Card or Bank Account'
- Read the Terms and Conditions and Proceed
- Add an address (if required) and click 'Proceed'
- Note: by adding your card information, you are agreeing to the terms of service, privacy policy and the payment provider's terms of service

How to cancel a lesson and book a make-up?

You can cancel your child out of a lesson through the UDIO Dashboard.

1. Under Upcoming Bookings, click 'Unable to attend' next to the class you wish to cancel and 'Confirm'
2. The booking will then show as cancelled for the nominated day
3. Next, scroll to the voucher box on the home page and click on 'Make Booking with Voucher'
4. Select which child the make-up is for
5. Select a make-up lesson day and time and click 'Make Booking' to confirm

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

You can make changes via the UDIO Dashboard. You can only change the booking within the same level.

1. Click on the 'Change Day & Time' button under Upcoming Bookings
2. Select the child and session you want to move
3. View the course timetable and choose the booking that suits you best
4. Select your start date
5. Click 'Confirm Date & Time'
6. Review a final time and click 'Confirm new Date & Time'

How do I check my child's progression?

You can check your child's progress using the UDIO dashboard, under progress.

1. Select progress
2. Click on your child's name
3. Select the level of their current booking
4. View the skills within the level, a tick will be shown against the skills your child has completed

Can I use Active Kids Voucher?

St Catherine's School does not accept the Active Kids Vouchers.

How do I access the Aquatic Centre?

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

What is the pick-up and drop off process?

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

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

Please see the Deck Supervisor or reception to ask questions about progression, assessment, or any inquiries.