



## Terms and Conditions

### 1. Fees

Level	Price per term/ Month	Price per lesson
Water Babies	\$240 term (10 weeks)	\$24.00
Learn to swim (levels 1-5)	\$290 Term (10 weeks)	\$29.00
Learn to swim private	Single lesson	\$60.00
Stingrays	\$265 Term	\$26.50
Makos	\$270 Term	1 session per week
	\$315 Term	2 sessions per week
Development Squad	\$300 Term	3 sessions per week
Power Hour Squad	\$300 Term	2 sessions per week
	\$350 Term	3 sessions per week
Junior Club Squad	\$120 per month	Unlimited
Senior Club Squad	\$150 per month	Unlimited

### 2. Attendance

#### a. Marking attendance

- To Check-in your child for their upcoming booking please login to your account. The Check-in button will be on the top righthand corner on the dashboard page.
- Failure to communicate 3 or more missed lessons will result in forfeiting your child's spot in the class.
- Any issues, please see our reception staff.

#### b. Make up Lessons

- If you are unable to attend the regular lesson, please mark your child absent prior to the class.
- Make up lessons can be booked immediately after cancelling the class.
- How to cancel and book make up
  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
- Make- up lessons are valid for all levels from Baby Jellyfish to our Development squad. All students are entitled to **2 make-up lessons per term**. If medical reasoning further makeup options are available.
- Unattended or unscheduled make up lessons will be forfeited at the end of term.
- If the pool is closed due to unforeseen reasons a make up will issued to the account.

#### c. Absences / Illness

- Mark your child as absent through the UDIO customer portal under upcoming bookings to be eligible for a make up.
- If your child is sick and misses their lesson more than twice, you will need to provide a doctor's certificate to gain an extra make up credit.
- Make up lessons can be booked immediately after cancelling the class.
- If you are not feeling well, please do not attend your lesson. Please request an absence and book a make up lesson.

#### d. Changes in Booking

- You can make changes to enrolments via your UDIO customer portal.
  1. Payments
  2. Upcoming bookings
  3. Change your booking day/time
  4. Update contact details and health information
  5. Cancel a lesson

#### e. Drop Off / Pick up

- External patrons must enter and exit the facility via MacPherson Street
- St Catherine's students
- A staff member will collect all STC students each afternoon at 3pm from the playground and bring them down to the pool
- If a student's lesson is at a later time, they must attend After School Care and will later be brought down by a staff member.
- Junior School children are to be picked up from the Learn to Swim pool at the conclusion of their lesson.
- If parents are late the deck supervisor will call first before sending to after school care. Please note that after care is additional charge.
- St Catherine's students must enter the Aquatic Centre from within the school once school has finished.

- Senior school students can exit via Macpherson Street if they are getting collected by a parent/guardian or catching public transport. We do not want students lingering outside of the facility.

### 3. Enrolments

- All forms, documents and waivers must be completed and accepted on the Customer portal prior to first lesson.
- Families are encouraged to arrive 15 minutes early to their first lesson to ensure all enrolments details are correct.
- We reserve the right to cancel enrolments if all policy documents have not been verified.
- The Learn to Swim fees are payable at the start of every term via direct debit only. The squad program is payable monthly via direct debit only.

### 4. Payments

To secure your enrolments you will need to complete the booking and payment via the customer Portal. A booking cannot be confirmed without payment.

- Term fees are processed before the start of each term
- Please add payment details to your account
  1. Note: by adding your card information, you are agreeing to the terms of service, privacy policy and the payment provider's terms of service.

Once payment is completed, your booking finalised. for the following term, payment must be finalised by the last day of the current term. Payment needs to be made via direct debit through your UDIO portal.

### 5. Change Rooms

St Catherine's swim school follow the guidelines set by the Aquatic and Recreation Institute of Australia

- Children 7 year and under are allowed in the opposite gender changeroom accompanied by a parent
- St Catherine's Swim school does not allow any form of changing on the pool deck for children or adults. If using the pool deck shower, you must change in the changeroom provided

## 6. Cancellations/ Credits and refunds

### a. Cancellations

- If you no longer wish to continue swimming at St Catherines, please email Head of Swim School to cancel.
- The swim school reserves the right to cancel a class if numbers are low. If this occurs our staff will work with the families to find best alternatives

### b. Refunds/ Credits

- Refunds/ Credits will only be considered for children who can't continue swimming due to unavoidable reasons such as injury or illness.
- To be considered please direct your email to the Head of the Swim School
- Request must be submitted within 2 weeks of the injury/ illness
- The request must be accompanied by any supporting medical document
- The swim school can refuse a refund/credit if criteria not met
- Refunds are processed on the 15<sup>th</sup> and the 30<sup>th</sup> of each month.

## 7. Swim Attire

### a. Swim Caps

- All children will receive a complimentary swim cap on registering
- You can purchase caps from the LTS reception if lost
- Swim caps are strongly encouraged

### b. Swimwear

- Appropriate swim costumes **MUST** be worn at all times whilst in the water
- Children over the age of three are encourage not to wear a rashie or boardshorts during their lesson
- St Catherine's students must wear school swimmers during school aquatic program. Outside school hours, students can wear their own swimmers
- Swimmer nappies are **COMPLUSORY**. You can purchase swimmer nappies from LTS reception

## 8. Health fund Claims

- St Catherine swim school is not a private health fund provider.

## 9. COVID – 19

- St Catherine's swim school is a COVID safe business and currently adheres to the COVID – 19 guidelines from NSW heath.

