

Vicki's Swim Centre

65 81 4443

Policy Leaflet



WELCOME

On behalf of Vicki's Swim Centre, we would like to welcome you and your family to our Swim Centre. We pride ourselves on up to date quality learn to swim and stroke correction programs in a friendly environment.

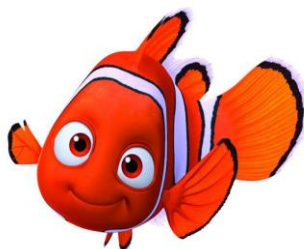
Our highly trained staff are dedicated to upholding the highest level of teaching and all hold current CPR, Working with Children Check and Austswim qualifications. Exceptional service is our way of saying how much we care & value your family's commitment to our Centre.

Listed in this booklet are a few facts, some general information and IMPORTANT policies that will help your time at Vicki's Swim Centre to be as enjoyable and as comfortable as possible.

Please speak to our friendly administration staff regarding any Enquires you may have on the information given in this booklet.

Bookings

We have a fully computerised booking system. All information, including class details, your child's progress, make ups available and up to date account information is accessible to you on our **Swim Lounge**. At the start, you will be asked to choose your preferred days and times. Your child will then be assigned a permanent spot. Please note your booking will be carried over from month to month unless cancelled (see Cancellations) Guaranteed bookings are subject to a yearly registration fee of \$20.00 per child.



Payments

Payment via the **Swim Lounge** is our preferred payment method. It will give you peace of mind that your fees are always paid and up to date. This will also free up our reception staff to help you with enquires and support our teachers and your children in the pool. **Payment over the counter or by phone is also accepted.** Vicki's Swim Centre believe that this payment structure below is fair and simple for all to use.

- Payments are due every 2 calendar months and are paid in advance.
- Fees will reflect how many lessons your child/children will do in a calendar month, based on the day their lessons are assigned.
- Everyone's fees are due in the same scheduled payment week.
- You will be emailed a payment schedule with the allocated payment weeks.
- Monday of the payment week an SMS will be sent as a reminder that payment is due that week for the next 2 calendar months of lessons.
- If your payment has been unsuccessful you will receive an SMS & Email informing you that payment needs to be paid within the week.
- **Bookings without successful payment and no contact with the centre will be cancelled.**
- Fees and Charges are subject to review and may be changed. In the event of a price change Vicki's Swim Centre will provide at least one month's notice by email.

Registration Fee

(Covers Insurance and Administration)

- A yearly registration fee of \$20.00 is payable for EACH child in the family that commences a lesson.
- The registration fee is paid yearly in your February payment.
- The registration fee is not refundable on cancellation of lessons.

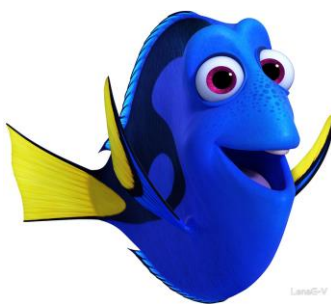
Make-Up Lesson

Should your child be sick or absent from the swim centre we are happy to offer you a make-up lesson free of charge. Please respect our make-up policy, we are the only known activity that offer free make-up lessons. To serve our customers we will try our best to accommodate your missed lessons.

- Make-up lessons can only be given when notice of cancellation is given to the swim centre **2 hours prior to the class commencement.**
- We can not guarantee the same teacher as your normal lesson teacher and make-up times depend on availability and space in classes.
- Make-ups can not be used for credits against your account.
- Once a make-up is arranged, changes can not be made.
- If your make-up is missed, the lesson will be forfeited with no refund.
- Please note answering machine is on 24/7.
- Make-up lessons can only be booked 24 hours prior to the lesson time.
- **Only 5 make-ups can be accumulated at one time.**

Cancellations

- Customers must provide a minimum of **2 WEEKS NOTICE** for their intention to cancel classes.
- Classes will cease at the nominated cancellation date.
- All payments to the swim centre are non-refundable.
- Vicki's Swim Centre take no responsibility for failure to notify the centre of your intention to cancel.



Health and Safety

- Parent/Guardians must be present for the duration of their child's swimming lesson.
- Children are not permitted to enter the pool without the instructor's permission and presence.
- Aqua Nappies must be worn by babies and toddlers that have not been toilet trained.
- For your child's benefit and the benefit of others, we ask if your child is sick they do not attend lessons. Children can recommence lessons 48 hours after all symptoms are gone.

Communication

- Preferred method of communication is over the counter or email (**vickiswimcentre@gmail.com**)
- All changes to terms and conditions, updates, promotions and newsletters will be distributed by email or on the Swim Lounge.
- Vicki's Swim Centre must be updated by customers of any changes to their personal details via the Swim Lounge or Email.

Swim Lounge

Introducing our Swim Lounge, this is our fully online system that keeps you up to date with every aspect of your child's swimming and account details.

- Update your personal details
- Pay your fees online with Visa or Mastercard 2.5% fee will apply (set by bank & debit Co)
- Mark your child away for their lesson.
- Follow your child's progress through our skill based program.

Logging In:

Go to the website:

<https://secure.activecarrot.com/?site=1033>

Username: (Your email address)

Password: Default password 1121

Note – if this default password does not work, please click forgot password and a new one will be emailed to you.

Any questions please ask our office.

Enjoy