

surfees

swim school

Updated November 2009 Version 1.8

Welcome to Surfees Swim School, our aim is to “provide participants with the confidence and technique to perform the essential life skill of swimming as well as to offer a wide variety of swimming experiences that will encourage students to pursue a variety of aquatic activities throughout a lifetime”.

Surfees Swim School offers a wide variety of levels to cater for all swimming abilities. Programs include terms programs or the Acceler8 holiday program. Instructors are Austswim qualified and aim to teach a combination of progression skills with safety awareness.

PROGRAM INFORMATION

The swim school term program is held in conjunction with school term dates

Term	Start date	Finish date	Number of weeks
Term 1 2010	Wednesday 27 th January 2010	Thursday 1 st April 2010	9*-10
Term 2 2010	Monday 19 th April 2010	Sunday 4 th July 2010	11
Term 3 2010	Monday 19 th July 2010	Sunday 26 th September 2010	10
Term 4 2010	Monday 11 th October 2010	Sunday 19 th December 2010	10

* Monday, Tuesday, Friday, Saturday & Sunday – 9 week program due to public holidays.

Term payments are calculated based upon number of weeks in the program. Fees are payable at the commencement of each term program. All fees and charges listed are valid until 30th June 2010.

Learn to swim program

Program	Price per lesson	Price based on 10 week program
Infant Program	\$9.00	\$90.00
Preschool & School Age program	1 st child	\$113.50
	2 nd child	\$107.50
	3 rd child	\$102.50
Adult Program	\$11.50	\$115
Privates	\$35.50	
Acceler8 holiday program	\$11.50	

Surfees Advanced junior & senior development program

For the junior and senior development program a variety of payment options are available.

Surfees Advanced Program	Payment option
Casual Visit	\$9.70 per visit
10 visit voucher	\$87.30
20 visit voucher	\$155.20
50 visit voucher	\$388

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SURFEES SWIM SCHOOL LEVELS

All classes run for 30 minutes in duration and operate Monday through to Sunday.

Infant Program

Beach baby classes involve interaction between baby, parent and instructor. The aim of the class is water familiarization through games, songs, activities and lots of encouragement.

A parent/guardian is required to be in the water with Beach Babies 1 and Beach Babies 2. The recommended ratio is 9:1. A nipper class is a transitional class where children aim to bond with an instructor. A parent/guardian must be prepared to go into the water if required. The recommended ratio is 4:1. Progression is dependant upon age and ability.

Level	Age
Beach babies	6 months to 12 months
Beach babies 2	12 months to 2 years
Nippers	2 years to 3 years

Pre-school Program

Preschool classes involve the development of water confidence and water safety. The aim of the class is to introduce children to floating, kicking, submerging, controlled breathing and basic swimming strokes. The recommended ratio is 4:1. All classes are aimed at children aged 3 years to 5 years, where progression is dependant on ability.

- Seashell class is based on beginner abilities
- Turtle class is based on intermediate abilities
- Seahorse class is based on advance abilities

School Age Program

School age classes involve stroke improvement and advanced skill based activities. The aim of the classes is to develop a wide range of skills to ensure students are competent and confident in all strokes, water safety and survival. Classes are aimed at children aged 5 years to 16 years with progression dependant upon ability.

The recommended ratio is 5:1 for the following classes

- Redfin
- Stingray

The recommended ratio is 6:1 for the following classes

- Shark
- Seal
- Dolphin



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Surfees Advanced Program

Junior and Senior Development programs involve stroke refinement and endurance building. The aim of these classes is to help each individual with their stroke technique and advance their swimming endurance. Progression is dependant upon ability level.

Junior Development

- Stroke correction and refinement and intermediate endurance
- 1 hour in duration
- Program held between 4pm - 5pm
- Monday, Wednesday, Thursday and Friday

Senior Development

- Stroke correction refinement and advanced endurance
- 2 hours in duration
- Program held between 5pm - 7pm
- Monday, Wednesday, Thursday and Friday

Adult Programs

Adult classes are held for all ages and ability levels. The aim of adult classes is to teach and improved stroke technique and development. Progression is dependant upon ability level. Bookings are essential. Classes are 45 minutes in duration.

ACCELER8

Acceler8 is an intensive learn to swim program for all ages and abilities, from beginners to advanced swimmers.

The program is for held during each school holiday period. Lessons are held weekdays for half an hour each day, with program duration ranging from 5 to 10 days pending holiday period. For more information on dates, times and levels offered please contact the swim school.

MEDICAL INFORMATION

Please inform the swim school office of any medical considerations that students may have. This information is important, as instructors need to be aware of any medical concerns, for the safety of your child, themselves and others.



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ENROLMENT

Swim School accepts new enrolments from the second week of the holidays up until week 5 of a 10 week term. It is recommended that you contact the swim school to discuss appropriate availability. For new students, an assessment is required for school aged children to ensure that students are placed into the correct swim school level.

Once enrolled into the program, you will be required to pay a non-refundable and non-transferable deposit to secure your child's place in the program. The deposit is equal to the first two lessons. On your child's first scheduled lesson, you will be required to fill out an enrolment form and sign the terms of conditions. All fees need to be finalised no later than the second scheduled lesson of the term. Please note: Deposits are non-refundable and non-transferable.

ASSESSMENTS

For new students:

Assessments are required for school aged children to ensure that students are placed into the correct swim school level. Once an assessment has been completed, enrolment will be dependant upon vacancies within the swim school program. If no vacancy is available at time of assessment, we recommend that you retain the assessment form and contact the swim school prior to the commencement of the next term program to discuss possible vacancies.

For current students:

Students are assessed during weeks 6 and 7 of a ten week term to identify if they are eligible to progress to the next level for the next term program. A swim school representative liaises with all instructors to identify any students that need to be assessed. If an instructor identifies a student to be assessed the swim school representative will then determine their eligibility for the next level. If a child is successful with progressing to the next level, an assessment form will be mailed out one week after the assessment, outlining the level details and how to re-enrol.

WHAT TO BRING TO SWIMMING LESSONS

- Swimming costume
- Towel
- Goggles (not compulsory but advisable)
- Swimming cap (not compulsory but advisable)
- Hair bands for students with long hair
- Appropriate warm clothing and footwear for after the lesson

Swimming caps, goggles and swimwear can be purchased from reception.

SWIM SCHOOL ENTRY PASSES

The swim school card is to be used in the turnstiles each week to gain entry for swimming lessons as well as it marks the attendance to the lesson. A replacement fee will be incurred for lost cards. One spectator per swim school student is permitted entry into the centre free of charge to supervise their children (this is excluding adult lessons).

Other family members will be required to pay general admission charges. If you wish to swim, swim entry fees will apply. For Beach Babies classes, two adults are allowed in free, one to participate in the class and another as a spectator.

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RE-ENROLMENT

For current students, bookings need to be made to secure a placement in the following term program. When making the booking a non-refundable and non-transferable deposit is required to secure the placement. The deposit is equal to the first two lessons. Bookings are accepted as follows

Express Enrol - Same day, time & level

To express enroll for the same day, time & level leave your completed re-enrolment form in the box at the swim school office during the dates specified for EXPRESS ENROL.

Your receipts are then emailed, and the finalised receipts will also be sent by mail.

Same day, time and level

To make a placement into the same day, time and level class, customers are required to make the booking during week 8 of a ten- week program.

Class placement in the same day, time and level cannot be guaranteed after Week 8. If we do not receive a booking and deposit by the end of Week 8, the students swim school placement will become forfeited.

Progressing to the next level by assessment

All students who are progressing to the next level by assessment only will be eligible to make a booking during Week 9 of a ten- week program.

Please note we cannot guarantee that when a student progresses that the class will be on at the same day or time as the previous term. Class times and days will be dependant upon the level.

Changes to day or time

To make a placement into a different day or time as the current class, customers will be required to make the booking during Week 10 of a ten-week program.

To assist with bookings, customers are asked to complete the re-enrolment form and submit to the swim school desk. Students will be booked into a class and given a receipt to confirm the booking. Customers are asked to check all details on the receipt to ensure the booking is correct.

Please note: Surfees Swim School does not guarantee the same instructor from term to term. Instructors are subject to availability and may change without notice. Deposits are non-refundable and non-transferable.

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MISSED LESSONS

For each term program up to two complimentary family swim pass (valid for 3 months) can be requested for missed lessons due to illness. In the event of a missed lesson due to illness, a doctor certificate **MUST** be provided with the written request.

Please ensure your contact details, name, phone and address are clearly printed on the written request.

The swim school office must be notified of ALL lessons missed before the lesson time. Lessons missed, which the swim school office has not been notified about, will not be refunded and there is no exception granted. Make-up lessons are not granted at Surfees Swim School.

Complimentary Family Passes are not provided for missed lessons due to school commitments, family commitments, holidays, etc.

In the event of extra ordinary circumstances, all details should be put in writing and appropriate action will be considered by Centre Management but not guaranteed.

Extraordinary circumstances will be evaluated and processed as follows

- If a customer has missed up to four consecutive weeks of lessons a family pass will be considered in the event of verification of extenuating circumstances only (example a doctors certificate or holiday itinerary will need to be provided as evidence)
- If a customer is going to miss five weeks or more of lessons then the recommendation would be to withdraw the enrolment of the current term and to re-enrol for the next term period. This will only be considered for customers that have paid in full. In this case a deferred payment will be allowed for the customer, which will be the unused proportion of lessons minus the deposit (as deposits are non-refundable & non-transferable). Customers would then need to contact the swim school in the first week of the holiday period to discuss enrolment for the next term. Customers can not be guaranteed the same class day and time, enrolment will be dependant upon vacancies.
- If a customer wishes to remain in the current term in order to hold the same position, then they will not be entitled to defer any payments.
- If a customer has only paid a deposit then they are not entitled to any deferment in payment as deposits are non refundable and non transferable.

CANCELLATIONS

All requests for refunds are calculated from the date the swim school office is notified of the cancellation in writing. Refunds are only considered for students who have incurred the following: Major illnesses (contagious or infectious etc), hospitalization and moving house (out of area). Refunds will not be granted for any other reason.

Deposits are non-refundable and will not be refunded. There is no guarantee that monies paid will be refunded.