



YOUR COMMUNITY LEARN TO SWIM SCHOOL

**LEARN TO SWIM
CUSTOMER INFORMATION**



WELCOME

Thank you for choosing the Clem Jones Centre Swim School for your children's Swimming Lessons. Welcome to all our families both new and returning. Detailed in this booklet is a brief outline of our Policies here at the CJC Swim School.

TERM FEES

CJC Swim School fees are payable per term. Payment is required at or prior to the first Lesson of Term.

If for any reason you are unable to make this payment, or would prefer a payment plan, please talk with our Learn to Swim Reception Team.

INDOOR POOL

The Centre has recently installed a new pool heating system in the Indoor Pool which also manages air conditioning and humidity in the building.

Our aim is to run the pool at 31 degrees and the air temperature at 28 degrees which will make it comfortable for both our children and parents alike.

FOOD POLICY

A reminder to all parents that there is to be no food or drink consumed inside the Indoor Pool. Please refrain from feeding your little ones inside, particularly items such as sultanas, biscuits, muffins etc. Food waste is attracting a large number of ants and other unwanted creepy crawlies as well as contaminating the pool water. We also need to be mindful of children with food allergies.

CANCELLATION POLICY

If you are cancelling for a Term, we require two weeks notice. Failure to provide notice will incur an Administration Fee of \$50.00.

TODDLER TIME

Toddler Time is a complimentary service we offer to members of our Learn to Swim School, and is available Monday to Friday between 12.00pm and 2.00pm for parents to bring your children in to practice what has been learnt in their lessons.

POOL SAFETY

Do not allow your children to enter the water until their lesson begins. This can be a safety risk to other children. Please encourage your child to wait patiently until their lesson commences.

SWIMMING ATTIRE

Parents, as we are an Indoor Pool, our Instructors have asked if you could refrain from dressing your children in rash shirts and / or board shorts as it inhibits the children's ability to adequately practise the skills being taught.

SWIM CAPS

If your child has long hair, it is recommended for it to be securely tied back and placed in a swim cap. This will improve your child's ability to see during their lesson without the distraction of hair around their face.

NAPPY POLICY

Children who are not 100% toilet trained **MUST** wear a Swim Nappy (not an ordinary nappy). It is always better to be safe than sorry.

These are available for purchase at Reception for \$3.00 each.

MAKEUP LESSONS

To qualify for a Makeup Lesson, the CJC Swim School must be notified no later than one hour prior to your child's normal scheduled Lesson. Failure to notify us of absenteeism will result in your child being ineligible for a Makeup Lesson. The CJC Swim School offers one Makeup Lesson per term. Once the Makeup Lesson has been confirmed, we are unable to make any further changes to that Makeup Lesson.

LEVEL PROGRESSION

Please help yourself to one of our Progression Criteria Brochures. Commencing at the Sea Star Level the Progression Brochure offers a basic outline of the skills that our Learn to Swim Students are required to consistently demonstrate in order to progress. Please feel free at any time to enquire with our Learn to Swim Reception Team as to your child's progress.



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