



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.

POLICIES & PROCEDURES AT THE CLEM JONES CENTRE SWIM SCHOOL

While attending our centre, please socially distance where possible, wash or sanitise your hands regularly and cough into your elbow.

If you are feeling unwell, please do not attend your lesson. You can utilise a make up lesson, by notifying us of your absence before the lesson starts and contacting us to organise a time for your make-up lesson. This includes COVID related symptoms.

POLICY

Make-Up for missed lessons

- Two (2) Make-Up lessons will be offered per swimmer, per term, if the Clem Jones Centre Swim School is notified of an absence, for any reason including COVID, at least 1 hour prior to the start of the swimmer's lesson for the day.
- Make-Up lessons for absenteeism must be taken within four (4) weeks of the missed lesson and has to be taken within that Term. Make-Up lessons cannot be carried over to the next Term.
- Lessons will be offered in an event of a pool or lesson closure due to an issue outside of the Clem Jones Centre Swim School control e.g., plant room issues or staffing issues. In these cases, replacement lessons can be taken up to 2 months after closure.
- Must have an active enrolment to take a Make-Up lesson. Make-Up lessons cannot be exchanged for a refund or credit, and expire after four (4) weeks if not taken.
- Make-Up lessons can only be offered where a suitable place is available, either due to a notified absence.

- Make-Up lessons are not transferrable.
- A Make-Up lesson CANNOT be re-scheduled after the booking has been made. If the Make-Up lesson is cancelled or unattended, the Make-Up lesson will be forfeited.
- Make-Up lessons are not given during our Holiday Block program.

CANCELLATIONS AND REFUNDS

- No refunds will be given for cancelled lessons.
- Refunds will only be issued if the Clem Jones Centre Swim School is responsible for an error, e.g., have overcharged an account.
- Credits given at the Clem Jones Centre Swim School's discretion will be valid for three (3) months from the cancellation date.
- Credits can only be used for our Learn to Swim programs at our centre.

FEES

- A Ten (10) week Term is to be paid no later than week Three (3) unless exceptional circumstances occur and the Clem Jones Centre have been notified.
- By week Four (4) if the term fees have not been paid swimmers will not be able to enter their class until these fees have been paid in full.
- By week Five (5) the swimmer's position will be deleted.
- No gift will be given on late payments.
- Out of Date gift certificates will not be accepted.

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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