KNOX GRAMMAR SCHOOL

KNOX GRAMMAR SCHOOL AQUATICS

ASSESSMENTS & PAYMENT PROCEDURES

ASSESSMENTS
Parents wishing to enrol into the Knox Grammar School Aquatic programs must have their child assessed at advertised times. Complete non swimmers and swimmers under the age of 3 years do not require an assessment, lesson bookings should be made via phone and email.

Learn to swim assessments for existing swimmers will be conducted from week 6. They will be issued Achievement certificates when a swimmer has been assessed to move to the next level.

ALL TERM BOOKINGS AND CLASS TRANSFERS ARE MADE AT THE CENTRE BY THE KNOX AQUATIC CENTRE STAFF

ALL PAYMENTS ARE MADE ONLINE

LEARN TO SWIM PAYMENTS
Learn to swim payments are made online by visiting www.know.nsw.edu.au/links.

PAYMENT MUST BE MADE IN WEEK 7 TO SECURE THE SWIMMERS SPOT IN THE FOLLOWING TERM

All term bookings are rolled over into the next term in week 7 of the existing term.

It is possible to change a booking time or day at any time during the term subject to availability.

Swimmers that have moved up or wish to change their class time or day should not pay in week 7, but should contact the Swim School in week 8. During week 8 changes of time and place bookings will take place, payment must be made on-line in week 8 to secure the spot by the end of week 8. If payment is not received by the end of week eight (Sunday) the booking will be deleted.

New enrolments will be taken from week 9.

SQUAD PAYMENTS
Squad payments are made on-line each month. The swimmers account will show the amount owing and this fee can be paid by direct debit or credit card.

REFUND & CREDIT POLICY

A refund or credit may be issued if one of the following conditions is satisfied:

In all cases a credit will be issued except when a swimmer cannot reasonably be expected to attend classes in the foreseeable future.

Refunds and credits may be issued when:

1. A swimmer is unable to attend lessons due to moving a minimum 20km away from the center or arrangements are making attendance unreasonable.
   The swim school office will require a copy of an account, statement, or documentation verifying the new residential address. A refund will be issued on receipt of documentation.

2. A doctor has advised that the swimmer cannot continue with swimming for a period of over 6 months.
   A refund will be issued on receipt of proof from your doctor for over 6 months or a credit if under 6 months. Medical conditions must be verified in the form of a doctor’s certificate and clearly state that your child is unable to attend lessons and the period that this is applicable for.

3. Compulsory school activity clashes with swimming lesson availability.
   A credit will be issued where a compulsory school activity clashes with swimming lesson availability. Providing that the swim school is unable to offer you alternative lesson times, a refund or credit will be issued.

4. Traveling overseas on short notice.
   The swim school office requires a copy of the airline ticket, accompanied by a signed statement by a parent or guardian. In this instance ONLY a credit will be issued unless the move is permanent or for a period over 6 months.

5. Extraordinary personal issues. These need to be communicated to the Aquatic Centre Manager.

A refund or credit will not be issued when:

1. There is a clash with a non-compulsory school activity.

2. Failure to notify the swim school office at the time of illness or other commitment arising prior to the lesson.

3. Where proof is not provided to support your claim for a refund or credit.

PROCEDURES FOR REQUESTING A REFUND OR CREDIT

A request for a refund must be made in writing to the Aquatic Centre Manager. Applicable evidence must be presented when requesting a refund (e.g. doctor’s certificate). If your request is successful the refund or credit will be effective upon receipt of this evidence.

All refunds and credits will incur a 20% cancellation fee. The cancellation fee is based on total fee paid on enrolment. All requests for credit or refunds are subject to management approval. Refunds make take 10 working days to process from approval date.
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**SWIM SCHOOL MAKE UP POLICY**

A make-up lesson is a replacement class for a missed lesson. Regular attendance is always recommended, however there are occasions when this is not possible. In these cases we will attempt to arrange a make-up lesson at a suitable time. The Swim School requires notification of any absences.

If a lesson cannot be attended the Swim School requires that you provide **48 HOURS PRIOR NOTICE** to be eligible for a make-up lesson. Where 48 hours’ notice cannot be provided, a doctor’s certificate is required. No exceptions will be made, please adhere to the policy in order to avoid disappointment or refusal of a make-up lesson.

A **maximum of two** make up lessons per term is allowed. **Make up lessons will be arranged during the term or the following school holidays except in extenuating circumstances.** Make up lessons are not carried forward to the following term. Make up lessons are not guaranteed and there is NO credit or refund paid for lessons not attended. Contact the swim school prior to the end of term to arrange any applicable outstanding make-ups lessons.

**MEDICAL CONDITIONS**

Please inform the Swim School Office of any medical considerations relating to your child. This information is important to the instructor, ensuring that all the necessary action is taken to ensure the safety of your child and others.

**Children attending with obvious medical conditions (sickness, injury or illness) will not be allowed to undertake lessons.**

In the case of an extended illness or injury resulting in more than 2 missed lessons please contact the swim school office with an appropriate medical certificate to will discuss options available.
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TERMS AND CONDITIONS

WHAT TO BRING
Please bring: Swimmers, goggles, cap and towel. Showers are provided. Knox Grammar Senior School students need to bring their student identification card.

SWIMMING CAPS
Swimming caps are required for all learn to swim lessons. A free cap is issued on commencement of the swimmers first lesson. Caps are then available for purchase at the counter.

ATTIRE
Appropriate swimming attire is required at all times. Babies and toddlers are required to wear appropriate swimming nappies that prevents fecal matter entering the pool. All patrons are required to enter and leave the centre in appropriate dress with appropriate foot wear.

CHILD SUPERVISION
Knox Grammar School Aquatic Centre’s policy regarding parent, carer or guardian requirements for all lessons including after school and weekend Learn to Swim classes.

Following the recommendations from Swim Australia, Royal Life Saving Australia and local government practice, all children attending Learn to swim classes at the Knox Grammar School Aquatic Centre, must have a parent, carer or guardian in the centre at all times.

(This does not apply to school based swimming lessons during school hours that are part of an intensive Learn to Swim program organized by a visiting school or a holiday program)

Parents, guardians or carers (aged over 18 years) of children aged 10 years or under must escort their children into the centre and remain in the centre while the child is participating in lessons. This is not applicable to squad swimmers; however a parent, guardian or carer (over the age of 18) must escort squad swimmers into the centre and be on-hand to pick up any swimmer aged 10 years or under. Swimmers under the age of 12 must have a suitable person available for contact in case of emergency. A walk over services is provided from the prep-school for years 3-6 in the Junior squad programs.

We apologise for the inconvenience this may cause for parents, but your child’s safety is of the utmost importance.

PARENTAL BEHAVIOUR
Knox Grammar School reserves the right to refuse entry or remove any patrons of the centre at any time.

Parents should not become involved in learn to swim classes, squad programs or engage with the instructor or coaches unless they are in the water with their child. Comments and enquiries should be made to the Learn to Swim Manager or via email.

PHOTOGRAPHY
Photography is not allowed in the centre without permission due to privacy guidelines. Please contact a service staff member if you wish to take a photograph or video.

POOL CLOSURE
If the pool is closed or unavailable for scheduled programs you will be informed via SMS alert where possible.

PARKING POLICY
Aquatic Centre program on-site parking is only available for learn to swim customers. Patrons are reminded that parking is available 15minutes prior to the lesson, the duration of the lesson and 15 minutes following the lesson.