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. 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

Squad Payments
Squad payments are made on-line each month by visiting www.know.nsw.edu.au/links.

PAYMENT MUST BE MADE MONTHLY EITHER BY DIRECT DEBIT OR CREDIT CARD PAYMENT

All squad places are rolled over each month.
It is possible to levels at any time during the term subject to availability.

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 sessions 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. 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.
KNOX Grammar School Aquatics

Terms and Conditions

What To Bring
Please bring: Swimmers, goggles, cap, water bottle and towel. Squad swimmer will be required to won their own fins, hand paddles and gear bag. Coaches may require swimmers to purchase specific equipment as required. 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 but not squad, however the use of swim caps for squad is preferred.

Attire
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 15 minutes prior to the lesson, the duration of the lesson and 15 minutes following the lesson.