

LEARN TO SWIM PROGRAM TRADING DATES 2018



KNOX GRAMMAR SCHOOL
AQUATIC CENTRE

LEARN TO SWIM – BILLED MONTHLY ON THE 28TH

\$18.50 – per lesson

CANCELLATION POLICY

To cancel a learn to swim enrolment you are required to provide advance notice, at least one week prior to the last day of the current month. The responsible person must complete and sign a cancellation form and deliver it to the Aquatic Centre. Cancellations are effective from the first day of the **next full** calendar month. All outstanding make-up lessons must be redeemed before the booking is cancelled. Any outstanding make-up lessons will not be redeemable after the cancellation date.

2018 TRADING DATES REGULAR LTS LESSONS ARE NOT OPERATIONAL DURING THE SCHOOL HOLIDAYS HOWEVER ADDITIONAL LTS HOLIDAY INTENSIVE PROGRAMS ARE AVAILABLE IN JANUARY 2019.

Term 1

Monday 29 January **First** day of Learn to Swim lessons
Friday 30 March – Monday 2 April (inclusive) **Centre Closed** Easter Public Holiday
Sunday 15 April **Last** day of Learn to Swim lessons

Term 2

Monday 30 April **First** day of Learn to Swim lessons
Wednesday 25 April **Centre Closed** - ANZAC Day Public Holiday
Monday 11 June **Centre Closed** - Queen's Birthday Public Holiday
Sunday 01 July **Last** day of Learn to Swim lessons

Term 3

Monday 23 July **First** day of Learn to Swim lessons
Sunday 30 September **Last** day of Learn to Swim lessons

Term 4

Monday 15 October **First** day of Learn to Swim lessons
Sunday 16 December **Last** day of Learn to Swim lessons for 2018

2019 Learn to Swim Holiday Program will commence on Monday 07 January

LEARN TO SWIM PROGRAM

HOUSE KEEPING



KNOX GRAMMAR SCHOOL
AQUATIC CENTRE

House Keeping

ENTRY

Participants must present the provided card upon entry to the centre.

SWIM WEAR

We recommend all participants wear appropriate swimwear, a swimming cap and goggles.

FEES

Learn to Swim lessons are payable in advance, on the 28th day of each calendar month for the following calendar month's lessons.

CANCELLATION

In order to cancel, please submit a completed cancellation request form at least one week prior to the last day of the current month, to be effective the following month.

MAKE-UP LESSONS

Please turn over for our full make-up policy.

PROGRESSION

Assessments are regularly carried out by the instructors and swim school coordinator. If your child has completed a level you will be notified, in person with a certificate of completion.

CONTACT

Please direct any enquiries to learntoswim@knox.nsw.edu.au.

Thank you for joining the Learn to Swim program; we hope you enjoy your swimming experience at Knox Grammar Aquatic Centre.

Kind regards,

*Knox Grammar School Aquatic Centre
Customer Service Team*

LEARN TO SWIM PROGRAM MAKE UP POLICY



KNOX GRAMMAR SCHOOL
AQUATIC CENTRE

WHAT ARE MAKE UP LESSONS?

At Knox Grammar Aquatic Learn to Swim, we offer the flexibility for you to make-up your missed lessons.

Make-up lessons are offered to students enrolled in:

- School-Age Levels 1 - 5
- Junior Development and Mini Squad

You are entitled to **2 make-up lessons** per child, per term. These make-up lessons will need to be used within the current term of when the missed lesson occurred. Make-up lessons are booked individually to replace a missed lesson of the same level.

At any point that you wish to cease a child's enrolment, any outstanding make-up lessons must be redeemed before the cease date.

Please take care to read the entire policy carefully to avoid any disappointment.

WHEN AM I ELIGIBLE?

If you are unable to attend your regular Learn to Swim lesson and you meet one of the stated criteria, you can redeem a make-up lesson in one of the following ways:

- Provide the Swim School with a minimum of 7 days' notice; **prior** to the lesson time, you will receive your make-up lesson for *FREE*.
- Provide the Swim School with *less than 7 days'* notice; **prior** to the lesson time, you will incur a \$4.00 administration fee.
- Provide the Swim School with notice **prior** to the lesson time *and* submit medical evidence, you will receive your make-up lesson for *FREE*.

HOW DO I BOOK A MAKE UP LESSON?

Make-up lessons can only be booked a maximum of 7 days in advance. Once a make-up lesson is booked, you are unable to make any amendments to this booking. If you are unable to attend your arranged make-up lesson, **your make-up will be forfeited.**

Please contact the Learn to Swim office via email to arrange your Make-Up lesson:

learntoswim@knox.nsw.edu.au