

Welcome!

On behalf of Andrew Baildon's SUPERFISH Swim Schools, we would like to welcome you and your family to our swim centre. We pride ourselves on quality learn to swim and stroke correction programs. Our highly trained staff are dedicated to upholding the highest level of teaching. Exceptional service is our way of saying how much we value your family's commitment to our centre.



We have written down a few facts, some general information and important policies that will help your time here at Andrew Baildon's SUPERFISH Swim Schools be as enjoyable and as comfortable as possible. Please speak to our administration staff regarding any enquiries you may have on the information in this booklet.

Andrew and Karen Baildon

Joining SUPERFISH

Please telephone the centre and speak to our administration team regarding your child/ren and their swimming needs & requirements. We are sure you may have a number of important questions, so please allow plenty of time to make this call. It is best to call outside busy lesson times. You can also visit our centres from Monday to Saturday. Between 12-3pm is generally the best time to call or visit us, so we can provide plenty of time to discuss our swimming program and all the information required, prior to the commencement of your family's swimming program.

In most levels in our program, students will be required to have a swimming assessment. The assessments take about 5 minutes and are conducted by either the administrator on duty or one of our swim teaching staff.

Assessments are a time when you can meet our staff, familiarise yourself with the centre and have an opportunity to see our programs at work. Students are assessed based on their suitability relating to the specific requirements in the Andrew Baildon SUPERFISH Swim Schools Programs only. Once assessed, students will be given a class level.

Babies, Toddlers and Beginner Swimmers will not need an assessment.

You will be requested to complete an enrolment form. Our office staff will assist you in finding days and the lesson times that suit you. The other students in the classes booked, will be of a similar age, ability and standard, consistent with their assessment.

We believe that 2 lessons per week is ideal for a productive swimming progression for your child.

"Andrew Baildon's SUPERFISH Swim Schools" was established by Andrew and Karen Baildon. Andrew, the renowned Australian and International Swimming Champion and Karen, a national level swimmer - were literally born into the world of swimming. Their vast experience and knowledge gives them a rare insight into all aspects of swimming development and the expertise to develop training progressions at the very forefront of the industry.



World class swimming programs. Learn to swim the **RIGHT** way!

Orientation

Before commencement of lessons, all babies and toddlers (Dippa Program) are invited to a free Orientation Lesson. This lesson is highly recommended prior to your commencement in the program. Parents will be given a facility tour, a chat about centre policies, homework tips for your baby or toddler, how to maximise your child's drowning prevention and swimming development, and most importantly key drills and activities that your child will be taught, including how, why and when we teach these life saving skills. The session is concluded with question time.

For children in our Flippas and Nippas Programs, it is recommended you arrive at least 15 minutes early on your child's first lesson, for our friendly administration team to give you a brief orientation of the centre, a chat about centre policies and procedures, and to make sure your child is well settled before their first lesson.

Please read our "Frequently Asked Questions", "Homework Hints", "Helpful Advise for Parents" and other forms and facts on our website at www.superfishswimschools.com.au

This information will also be provided to parents in your Superfish Welcome Pack.

Our booking system

We have a fully computerised booking system. All information, including assessment and class details, class level history, payments, lesson attendances and make-up lessons are recorded. At the start of your swimming program, you will choose your permanent day/s and times. Your booking will be automatically carried over from month to month, unless you instruct administration otherwise - either a permanent session change or to cease lessons.

Arriving at lessons

Parents must "check in" with our Administration Staff prior to every lesson. This will assist SUPERFISH Swim Schools to maintain correct attendance records and to ensure that your child/children are placed in the correct class/classes.

About caps and goggles?

In all Dippas and Flippas lessons, goggles should not be worn for water safety purposes. Goggles are required for all levels above these classes. The wearing of caps is compulsory in all levels from FC1 to Squads. Caps worn in lessons make the pool a lot cleaner for everybody and make our filters more effective, as caps greatly reduce the amount of hair lost from each child. Hair in children's faces with both boys and girls, can be very distracting during class times.

Can I watch classes?

We encourage parents and visitors to attend as much as possible to see your child's progress in their class. We ask that you do not interact with your child or swim instructor during class time and that any consultation with your swim instructor is to be at the completion of class time only.

How is the water quality maintained?

We have committed ourselves to the highest standard of hygiene and maintenance schedule. Water quality is of the utmost importance to us and we take extra special care to ensure our water is of the highest quality.

Consistent temperatures of 31°-32°, soft, clear water ensures a comfortable environment for your child. Our pool water is checked three times a day for correct chlorine and PH levels. We consistently maintain our pools so they are always in the healthiest condition.



Group Classes

CANCELLATIONS & MAKE UP POLICIES

In the unfortunate event that your child is unable to attend a lesson, we MUST receive notice of your non attendance of your class. The following Make-Up rules will apply:

Notice to the swim school, either to a staff member or answering machine, prior to 9.00am (for morning lessons) or 3.00pm (for afternoon lessons) on or prior to the day of the lesson.

You are entitled to organise a Make-Up lesson for the missed class/es.

- Make-up lessons can only be given when notice of cancellation is given to the swim school prior to the sessions commencement.
- No make-ups shall be given if contact is made after or during the missed lesson.
- There is a \$2.00 administration fee for every make-up lesson organised - excluding public holidays or when a current Doctor's Certificate is provided.
- Make-ups must be taken within 2 weeks of missed class (before or after) otherwise make-up is forfeited.
- We cannot guarantee the same teacher as your normal lesson teacher and make-up times depend on availability and space in classes.
- Once a make-up is arranged, changes cannot be made. If your make-up is missed, the make-up is then forfeited.
- Make-ups cannot be used for credits for your next swimming block.

EXTENDED BREAK

1. Should you wish to take an extended break and maintain all of your class bookings, we require ALL fees to be paid up-to-date (including next months fees if you are away during payment week). Make-Ups for missed classes can be taken either prior to the break or on your return. All regular Make-Up conditions apply.
2. Direct Debit customers can either organise Make-Ups for their missed classes or cancel the Direct Debit Authority and follow the Direct Debit cancellation policy details (see Permanent Cancellations).
3. For 'Over the counter' lesson payments we can remove you from classes and 'hold' your Joining Fee for a maximum 3 month period. Recommencement of lessons within this 3 month period requires no additional Joining Fee to be paid.

PERMANENT CANCELLATIONS

Customers must provide IN WRITING their intention to cancel classes and give a minimum of 2 WEEKS NOTICE. Classes will cease at the nominated cancellation date.

Direct Debit Customer: Notice must be 2 WEEKS PRIOR to the NEXT DIRECT DEBIT DATE.

Over Counter Customer: Notice must be 2 WEEKS PRIOR to the END OF THE MONTH.

The "Joining Fee" is non-refundable.



Private Classes

All private classes are to be taken outside normal lesson times with all fees to be paid prior to the commencement of classes. All FEES are to be paid "Over the Counter" as our Direct Debit facility is not available for Private Classes.

FEE, CANCELLATIONS & MAKE UP POLICIES

In the unfortunate event that your child is unable to attend their Private Lesson (excluding Public Holiday, Doctors Certificate and Absent Teacher), we MUST receive 24 HOUR notice of your non attendance PRIOR to your class booking.

Private class times are NOT guaranteed and can be changed subject to teacher availability and SUPERFISH Swim School's discretion.

Failure to provide 24 HOURS notice

15 min Private Lessons will incur a \$5.00 cancellation fee

30 min Private Lesson will incur a \$10.00 cancellation fee

EXTENDED BREAKS FOR PRIVATE CLASSES

Same conditions apply for Point 1 and 3 of Group Cancellations.

PERMANENT CANCELLATIONS FOR PRIVATE CLASSES

A MINIMUM of 2 WEEKS notice is required for Permanent cancellations.

Q. What do I need to bring along?

DIPPAS	FLIPPAS	NIPPAS	SQUADS
A snug pair of swimmers or aqua nappies	Pair of swimmers	Pair of swimmers	Pair of swimmers
Towel	Towel	Towel	Towel
Warm clothes for after the lesson	Cap	Cap and goggles	Cap and goggles
No nappies or training pants in pool	No floaties, flippers or goggles required	Flippers from level N3	Flippers
Parent/carer to wear a large T-Shirt over swimmers		Water bottle from level N3	Water bottle

When will my child go up to a new level?

Each child will advance a level once achieving a set of skills, drills and exercises required for that particular progression. Every child will have to perform activities confidently and competently in their current level before advancing to the next level.

We have frequent assessment weeks where all children are assessed and graded. At all times outside of assessment weeks, children can be assessed when their class teacher feels that they are ready to progress into a new level.

We have very specific skills and drills taught in each level. These skills and drills lead onto the next (more advanced) skills and drills in the next level. This specific progression has been designed for the best progression with your child's swimming development. Children are, of course, very individual and will develop new skills at slightly different ages and stages to other children.

Our staff work hard to create an atmosphere of low pressure challenges with a lot of support for your children. (Please view our "Assessment Criteria" board for guidelines of skills required to progress from each level in our program.)

What if my child is sick?

It is the policy that children/adults/teachers will be excluded from lessons if they are suffering from any of the below mentioned conditions:

Chicken Pox	Until 7 days after last lesion healed
Ring Worm	Until treatment is successful
Diarrhoea	Until bout is over
School Sores	Until lesions are fully healed
Measles	Until 7 days after rash appears
Whooping Cough	Until 4 weeks after bout
Mumps	Until 14 days after symptoms appear
Conjunctivitis, Laryngitis, other "itisies"	Until clear
Colds/Flu	Until symptoms clear
Vomiting	Until bout is over

Parents will be advised on enrolment of this policy and it is the teacher's responsibility to administer this ruling. Please be considerate and follow these guidelines. For extended illnesses, speak to administration regarding organization of make-up lessons.



Failure to notify swim school prior to lesson

Full fee of missed lesson and lesson is forfeited. No Notification = No Make-Up

Failure to notify swim school for non attendance for 2 or more consecutive lessons

Direct Debit Customer: You will continue to be direct debited from your nominated account for the current and following month.

Over Counter Customer: You will receive a phone call asking of your intentions of your booking. If contact cannot be made, your booking/s will be considered permanently cancelled after the 2nd lesson in the month.



Family Discount

SUPERFISH offer a 30% discount for 3rd child and 50% off for 4th child or more, in an immediate family.

Casual Learn To Swim Booking

1. The Casual Learn to Swim fee is \$20.00 per class.
2. Casual classes can only be booked NO more than one week in advance.
3. The Make-Up fee of \$2.00 will be charged if the Casual class is CANCELLED.

No Refund Policy

Upon payment of your fees SUPERFISH Swim Schools has a NO REFUND policy.

Management will show discretion in extenuating circumstances.

Payment System

SUPERFISH Swim School's fee structure is calculated on a 'Cost per Lesson' basis. Based on one (1) lesson per week, in a 3 week month, you pay for 3 lessons. In a 4 week month, you pay for 4 lessons. In a 5 week month, you pay for 5 lessons. Your monthly fee will reflect the exact number of classes that your child/children swim each month.

It will mean that your monthly fee may vary from month to month however, SUPERFISH Swim Schools believe that this payment structure is fair and simple for all to use.

Group Class Lesson Costs

The majority of payment months are 4 week months. Some months maybe 5 week or 3 week months.

Lessons per week	Monthly Cost
1 lesson per week	4 week month (4 lessons) \$65.00 (\$16.25 per lesson)
2 lessons per week	4 week month (8 lessons) \$109.00 (2nd lesson per week discounted to \$11.00)
3 lessons per week	4 week month (12 lessons) \$145.00 (3rd lesson per week discounted to \$9.00)

2 and 3 lessons per week: there may be slight variations to these payments if there are other combinations of days in the month ie. 5 Mondays and 4 Saturdays = 9 lessons in that month etc. Lesson costs are worked out on a fair 'cost per lesson' basis. Casual lessons are available at \$20 per lesson. (Multiple Lessons: our computer system calculates the average amount ie. \$16.25 (1st lesson) + \$11 (2nd lesson) = \$27.25 divided by 2 lessons = \$13.62. This figure is then multiplied by the number of lessons in the month.)

No Hidden Fees or Charges

With the Superfish Direct Debit Program, there are **no additional fees or charges, no establishment fees and no transaction charges** for any transactions with your periodic lesson payments.

Our Direct Debit (DD).

Our Preferred Payment System at SUPERFISH Swim Schools.

Direct Debit will save you from monthly queues during payment week, give you peace of mind that your fees are always paid and up-to-date and will assist Administration Staff so that they have more time to handle your enquiries.

1. We will waiver the 'Joining Fee' when you elect to pay your fees by Direct Debit.
2. Your Direct Debit will be deducted from your nominated Bank account or Credit Card Account on the first Tuesday of every calendar month.
3. You may need to pay 'Over the Counter' for classes that will not be covered by your Direct Debit for the 1st month only.
4. Ensure that your Direct Debit Request is fully completed and handed to our Administration Staff prior to the commencement of the next deduction.
5. Ensure that you read the Direct Debit Request Service Agreement and understand your responsibility and those of SUPERFISH Swim Schools.
6. Ensure that you notify our Administration Staff in writing of any Account changes prior to the next month deduction.
7. Cancellation Details - refer to Permanent Cancellations under Group Classes, Page 3.

Private Lesson Costs

All private lessons are to be taken outside of normal lesson times.

Lessons	Cost
Private 1 child ½ hour class	\$50.00 p/child
Semi-Private 2 children ½ hour class	\$25.00 p/child
15 Min Private 1 child 15 min class	\$25.00 p/child

Monthly Payments 'Over The Counter'

1. Clients who elect to use 'Over the Counter' payment will be required to pay a 'Joining Fee' as stipulated in our 'JOINING FEE POLICY'.
2. The payment of your monthly fees MUST be completed prior to the first lesson of each calendar month.
3. Should you miss classes without notifying SUPERFISH Swim Schools of your absence, we shall hold your position in your classes for only 2 lessons. At this time we shall consider your 'Joining Fee' exhausted and your position/s in classes will be cancelled.
4. Should 'Point 3' occur you will be required to pay an additional Joining Fee per child.
5. Late payment of your fees, ie. (week 2, 3 or 4) is not acceptable and you will risk losing your placement in your class/es.
6. Cancellation Details - Refer to Permanent Cancellations under Group Classes, Page 3.

Joining Fee

'Over The Counter' payments only:

1. The Joining Fee is \$32.50 (2 weeks of lessons).
2. The Joining Fee is a once only fee paid on or before your child/children's first lesson.
3. The Joining Fee is paid EVERY time a child/children commence classes in the SUPERFISH Swim Schools program.
4. The Joining Fee is payable for EACH child in the family that commences classes.
5. The Joining Fee does NOT attract the discounted rate for 3 or more children.
6. The Joining Fee is NON REFUNDABLE on cancellation of classes.
7. If you have permanently cancelled classes for more than a 3 month period a new Joining Fee will need to be paid on re-commencement of classes.

Any questions you may have regarding our programs, policies or payment structures, please speak to our administration.

Pricing and Policy structure effective from 1 September, 2011.

Andrew Baildon's
SUPERFISH
LEISURE

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