

4. What happens if I miss a class?

As much as possible, please make the effort to attend all your regular classes so you can develop with the teacher and the other students in your class. Also, if you attend all your classes during the term you go into the draw to win a push bike. Every term, we give away a push bike to a lucky student who attended all their classes during the term. If you are not able to attend your class, as a courtesy, please notify reception so that your teacher knows not to expect you.

There are two options for 'making-up' a missed lesson:

A. Make-up classes

These are scheduled classes that offer students a chance to attend a different class to 'make-up' for an absence in their regular class:

- **For all 'Pre-school' and level 1-3 'School-age' students:** Make-up classes are scheduled in the school holidays. Refer to the calendar of events in the centre newsletter for session dates and when bookings open. Bookings are made on the notice board near the entrance to the pool.
- **Level 4 students:** Make-up classes are booked during regular Level 5 classes. Bookings can be made any week during the term. Bookings are made at reception.
- **For Aqua-bubs, Aqua-tots, Squad and Adult students:** Make-up classes are booked during regular classes. Bookings can be made any week during the term. Bookings are made at reception.

What you need to know:

- There is strictly a maximum of 2 make-up classes permitted per term/intensives.
- Make-up classes must be taken-up in the term that the absence occurred in.
- If you are absent from a make-up class, you cannot make-up a make-up class.

B. Family Swims

This option offers students a chance to come to the pool and practice their swimming skills with their family. What you need to know:

- Two adults and up to three children can go for a casual swim at a time when the pool is available. The pool availability timetable is at reception.
- There is no maximum number of family swims that can be used per term/intensives.
- Family swims are valid until the end of the following term's holidays. Eg. An absence in Term 1 may be redeemed as a family swim until the end of the holidays after Term 2.
- To redeem your family swim, simply come in and tell the receptionist you want to use a 'family swim' for a missed swim lesson. They will mark your absence on the computer to show you've come in for a family swim.

Industry Affiliations:

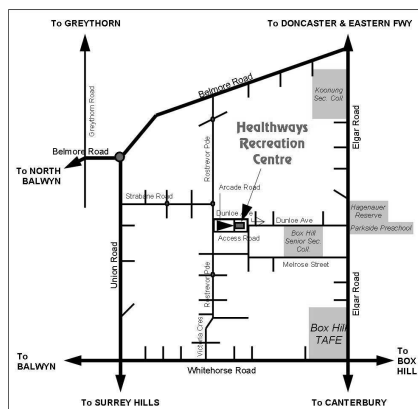


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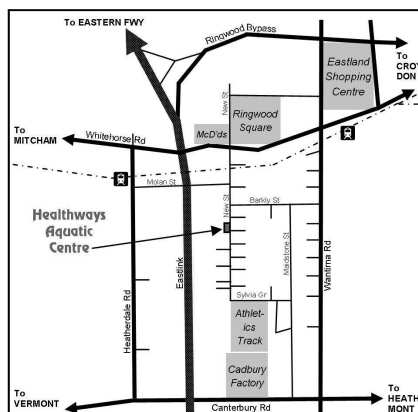
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Swim Lesson

Policies & Procedures

Swim School Policies...

Every business needs policies and procedures to be able to handle curly situations when they happen. These are ours...

Last updated 08/11/2013

1. Lesson Procedures

Every lesson, please stop at reception to mark your name off the role and collect any newsletters/reminder notices/etc that are being distributed that week. Then make your way to the pool deck. Wait until the children from the previous class have exited the pool, then make your way over to the teacher and introduce yourself. **Children must not enter the water until instructed by their teacher.** At the end of class, children will be instructed to leave the water and return to their parents. At this point, children are no longer the responsibility of the teacher and **must not re-enter the water.**

Other lesson procedures:

- For children under 8 years, parents must remain in the centre for the duration of the class.
- Teachers will be in the water with children in and below Level 2. However, for Levels 3 and above teachers may choose to teach some skills from out of the water.
- To reduce the chance of vomiting in the pool, it is recommended that children not eat for 30mins before their class.
- Regarding absence because of illness, common sense applies. If your child is contagious and/or not well, don't bring them. It's not fair to the teacher and the other students to make them sick too.
- Classes are run using a two warning discipline system. Students or parents will be asked to leave the centre if highly inappropriate behavior continues.
- Parents are reminded that in the case of an emergency children must be left under their teacher's supervision. Emergency procedures are posted in most of the building's doorways.

2. Enrolment policies

- Any enrolment starts from the date you place your child's name in a class. I.e. Start dates cannot be forward dated.
- Payment confirms enrolment. Places may only be held without payment for a maximum of 3 days.

There are many different classes that we offer, so please note the additional enrolment policies below depending on the situation:

A. For Regular Group classes (ie. Once per week during term):

- \$55.00 is non-refundable per term.
- Enrolments are confirmed by either: payment in full; or payment of a \$55.00 non-refundable deposit and then the balance for the term is due in the 1st week.
- A discount is available when you pay in full and also to families with 3 or more family members attending the term. A \$5 late fee per student is charged if payment is late.

B. For Regular Private lessons (ie. Once per week during term):

- The amount equivalent to 5 classes is non-refundable per term.
- Enrolments are confirmed by either: payment in full; or payment of a non-refundable deposit equivalent to 5 classes and then the balance for the term is due in the 1st week.
- A discount is available when you pay in full and also to families with 3 or more family members attending the term. A \$5 late fee per student is charged if payment is late.

C. For Intensive Group classes or Intensive Private lessons (ie. Once per day during school holidays):

- Payment in full is non-refundable.
- Enrolments are confirmed by payment in full.
- Enrolments are taken for the complete week, ie. You cannot select individual days to attend and pay for.

D. For Casual Private lessons (ie. One-at-a-time as needed):

- Enrolments are confirmed by payment in full, which is non-refundable.

3. Cancellation policies

3.1. Absences from any Group class or Private lesson:

- ANY absence, for ANY reason, may be utilised as a make-up class or family swim as per 'What happens if I miss a class?' over page.
- If you are not able to attend your class, as a courtesy, please notify reception so that your teacher knows not to expect you.

3.2 Cancellation of enrolment:

- A 'cancellation of enrolment' is when you withdraw from the remainder of classes that you have enrolled in.
- Any cancellation of enrolment starts from the date you notify us that you wish to cancel, or on any nominated future date. I.e. Cancellations cannot be back dated.
- To avoid any confusion, any cancellation of enrolment must be emailed to healthways@healthways.com.au.

There are many reasons an enrolment may be cancelled, so please note the additional cancellation policies below depending on the situation:

A. For Regular Group classes (ie. Once per week during term):

i. Cancellation of enrolment, 7 or more days before term starts:

- \$55.00 is non-refundable but is transferable.
- Any amount that has been paid above \$55 is transferable or refundable.

ii. Cancellation of enrolment, 6 or less days before term starts or after term starts:

- \$55.00 is non-refundable and non-transferable.
- Refunds are worked out such that:
 - 'Amount payable' = Cost per class x (how many lessons have passed + 2) to a minimum of \$55.00
 - 'Amount that was paid' - 'Amount payable' = Refund
- The number of classes recorded as absences are:
 - Number of missed classes + 2

B. For Regular Private lessons (ie. Once per week during term):

i. Cancellation of enrolment, 7 or more days before term starts:

- The amount equivalent to 5 classes is non-refundable but is transferable.
- Any amount that has been paid above that is transferable or refundable.

ii. Cancellation of enrolment, 6 or less days before term starts or after term starts:

- The amount equivalent to 5 classes is non-refundable and non-transferable.
- Refunds are worked out such that:
 - 'Amount payable' = Cost per class x (how many lessons have passed + 2) to a minimum equivalent to 5 classes.
 - 'Amount that was paid' - 'Amount payable' = Refund
- The number of classes recorded as absences are:
 - Number of missed classes + 2

C. For Intensive Group classes or Intensive Private lessons (ie. Once per day during school holidays):

i. Cancellation of enrolment, 7 or more days before intensive week starts:

- Payment in full is non-refundable but is transferable.

ii. Cancellation of enrolment, 6 or less days before intensive week starts or after intensive week starts:

- Payment in full is non-refundable and non-transferable.
- Any missed classes are recorded as absences.

D. For Casual Private lessons (ie. One-at-a-time as needed):

i. Cancellation of enrolment, with 24 or more hours notice:

- Payment in full is non-refundable but is transferable.

ii. Cancellation of enrolment, with less than 24 hours notice:

- Payment in full is non-refundable and non-transferable.
- Any missed classes are recorded as absences.

E. Cancellation of enrolment due to medical reasons:

- When cancelling an enrolment for medical reasons, a medical certificate must be presented.
- Note: The non-refundable amount is waived.
- Refunds are worked out such that:
 - 'Amount payable' = Cost per class x (how many lessons have passed)
 - 'Amount that was paid' - 'Amount payable' = Refund
- The number of classes recorded as absences are:
 - Number of missed classes

Definitions:

Transferable = Amount is able to be used towards any purchase within the centre. For example: Amount may be used as a credit on your swim account for use in the future; Or amount may be transferred to another child's fees; Or amount may be used for participation in a different activity at the centre.

Refundable = Amount is able to be returned to the client via EFT or refund cheque.

Non-transferable = Amount is not able to be used for any other purchase.

Non-refundable = Amount is not able to be returned to the client.