



URAC Swim School Policies

Enrolments:

New enrolments can occur at any point during the year. All new enrollees will need to be assessed. To book an assessment, please call the Swim School Administration team PH: 4221 4194. Enrolment forms will also need to be completed and a medical form completed for each child, forms can be downloaded from the website or completed in person at the Swim School office. W: www.urac.com.au

Payments:

All fees must be paid in full at the time of enrolment. Your booking will automatically roll over unless you specify otherwise from term to term.

A Learn to swim membership card will be issued at the time of booking, this card will need to be swiped at the point of entrance to the Aquatic Centre prior to the commencement of each lesson.

Missed lessons:

The University Swim School encourages all swimmers to come to lessons as regularly as possible. We understand there are extenuating circumstances that prevent you from attending lessons, bearing that in mind, we offer a maximum of two make up lessons per school term.

In order to regain your missed lessons please adhere to the following conditions:

- We must be advised you will be missing lessons at least one hour prior to its commencement via phone or email.
- Make up classes do not replace your normal lesson, it is an added benefit to our swim school members.
- Make up classes cannot be used to reduce your next month's fees.
- Make up lessons must be taken within the calendar month of the missed lesson.
- Make up lessons will only be given if space is available in another class.
- No guarantee can be given of space availability.

We encourage use of the pool outside lesson times, the more comfortable your child is in and around the water, the faster they progress. Parents are offered a reduced entrance rate of \$2.50 when swimming with your child. For more information regarding the Aquatic Centre lap lane availability please see our website www.urac.com.au.

Private lessons:

Where a private lesson is necessary, we can provide a one on one swimming lesson. The teacher will focus exclusively on your child, gaining confidence, developing skills, refining techniques as the child requires. Private lessons must be paid 1 week in advance & are held at the beginning or end of a teacher's shift. If notification of absence is received within two hours of the lesson, there is no charge for that lesson. If a private lesson is missed, a make-up class can be taken in one of our group lessons. For more information regarding private swimming lessons please contact the URAC Swim School Administration team.