

Policy Booklet

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 and 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. You can call and speak to our team, leave a message and we will get right back to you, 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.

EVERY new child starting the Superfish Program receives a FREE Assessment (if age requires) and a FREE TRIAL Lesson, to trial our program, meet the instructors and experience our program.

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 Olympian, and Karen, a state 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.



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Orientation

Before commencement of lessons, all babies and toddlers (Dippa Program) are invited to a free 45 minute Orientation. This is highly recommended prior to your commencement in the program. Parents will be given a facility tour, chat about centre policies, homework tips for your baby or toddler, information on 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. Dippas are also given an additional Free Trial Lesson with no Obligation.

For children in our Flippas and Nippas Program, you will receive a Free Swimming Assessment (if needed) and a Free Trial Lesson with No Obligation. It is recommended you arrive at least 15 minutes early on your child's first lesson, so our friendly administration team can 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 Advice for Parents", and other forms and facts on our website at superfish.com.au - this information will also be provided in your Superfish Welcome Pack.

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 at 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.)

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. When 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 they 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.



Toilet and change room access policy

The maximum age range for accessing opposite sex change rooms, for the opposite gender is under eight years of age.

Superfish Swim Schools recommends that children aged seven years and under are allowed to use change rooms for the opposite gender.

Undressing or changing in public areas around the pool deck is not allowed, with the exception of babies and toddlers in the Baby Change Locations.

Use of family change room/unisex changing cubicle can provide families with a private changing environment as an alternative to the main change room if preferred. Unisex change facilities are available at selected centres.

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 the lesson 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.

Pool hygiene

We recommend parents strictly follow guidelines outlined in "What if my child is sick?". Please sanitise ALL children hands if using toilet areas. Non-toilet trained infants - Parents - Please keep hands sanitised if using Infant Change Areas. We recommend infants are thoroughly clean and dry prior to lessons. Infants MUST wear tight-fitting waterproof nappies. ALL children must be in good health for lessons.



FREE swimming

All Superfish Students in our Dippas and Flippas Program, and their immediate family are entitled to come into our centres, outside lesson times, during Public Swimming Times and Swim for FREE. This is to encourage Practice time! Our Dippa and Flippa swimmers MUST swim during these times with a Parent or Carer.



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 |

Intensive programs

4-5 times per year (generally in school holidays) we run 1:1, 20min Private, Intensive Swimming Programs, over 4 or 5 days. These weeks are terrific for ALL levels, (especially toddlers) to fast-track swimming development. Intensive Programs are run in conjunction with your regular program, to give children a real boost!

Theme weeks

4-5 times during the year we hold Theme Weeks, that include:

Clothed Swimming Week

Held for ALL Babies, Toddler Classes, Advanced Toddlers and Flippa Classes. Children in these classes are to wear clothes and shoes in the lessons. Babies and Toddlers are to bring a NEW CLEAN Nappy to change into, to wear in the lesson.

Superfish encourages these weeks, so our Babies, Toddlers and Flippas Learn to Swim with the weight of clothes, shoes and nappies. Any questions, please ask your teacher!

Push Off, Starts and Turns Week

As well as developing strokes, it is also important for our Nippas to learn to Dive and Turn correctly. Students will develop Racing Starts and Turns, for all four strokes, throughout the program.

Child protection policy

Protection for children and young people and their dignity of all should be recognised and protected at all times.

Swim Schools staff and adults working within the Swim Schools community have a duty to all children and young people to take reasonable care to avoid acts which they can reasonably foresee would be likely to result in harm or injury to the student and to work for the positive wellbeing of the child.

Our teaching philosophies come from a place of caring and kindness, always, towards children and young people.

At Superfish Swim Schools, we hold the care, safety and wellbeing of children and young people as a central and fundamental responsibility of our Swim Schools.

Children and young people who come to Superfish Swim Schools have a right to feel and to be safe. The welfare of children and young people in our care will always be our first priority.

Any form of child harm or abuse is illegal and unacceptable, and we are committed to creating an inclusive environment where children and young people feel safe and enjoy their swimming journey at the Swim Schools.

Superfish have a strong commitment of to the care, safety and wellbeing of all children and young people at our Swim Schools. It provides an outline of the policies, procedures and strategies developed to keep children and young people safe from harm, including all forms of abuse in our Swim Schools environment. This policy applies to Swim Schools staff employed at Superfish Swim Schools.

The Superfish Full Child Protection Policy is available at administration.

The Superfish Team also adhere to Child Protection Reporting Policy, within our centres.

Social media, camera and filming policies

Parents or Carers will be asked for written consent on the enrolment form when starting at Superfish. If you do not wish for your child to be filmed or photographed, or included on our Social Media platforms, please advise administration, who will make notes on your file and your teacher will be informed.

Most people taking images of children in swimming lessons are doing so for acceptable reasons, e.g. a parent videoing their child's lesson or grandparents photographing their grandchild.

In Australia, there is no law restricting photography of children in public spaces as long as the images are not indecent, taken in change rooms or toilets, or the child is protected by a court order or for commercial purposes.

If a person is taking photographs inappropriately (e.g. breaching the restrictions for that learn to swim facility), then management should request the person to stop. The person may be called to escort them off the property. If anyone has reasonable concerns that a person is taking photographs that are indecent or in areas like toilets/change rooms should contact management.

Please be aware of the Superfish Social Media, photography and filming policy.



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 make-up fee for every make-up lesson organised by administration. Please see "FREE Make-ups".
- Make-Ups are asked to be taken within 2 weeks of missed lesson. Please speak to administration if you need an extension.
- 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.

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.

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. Re commencement 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.



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
- Ring Worm
- Diarrhoea
- School Sores
- Measles
- Whooping Cough
- Mumps
- Conjunctivitis, Laryngitis, other "itises"
- Colds/Flu
- Vomiting

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.

Private classes

All private classes are to be taken outside normal lesson times. All FEES are to be paid at the beginning of each month, monthly in advance, either by our Direct Debit System or Over the Counter. If you choose to pay over the counter, you will be required to pay a non-refundable Joining Fee. All Payment and Cancellation Policies are to be followed for Private Lessons.

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 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 notice - full fee (100%) of missed lesson and lesson is forfeited.

Contact to Superfish **PRIOR** to missed class - an additional \$2 make-up lesson fee is added to private fee, for administration organise a Make Up Lesson.

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.

FREE MAKE UPS

Make Ups are available to organise for **FREE**, by self-booking following the simple steps at our Make Up Kiosk at Superfish.

Please Note - Free make ups are given when self booking make up's, without Superfish Administration assistance.

Make Up Lessons are also given for free if your lesson falls on a Public Holiday and if a Doctors Certificate is provided.



FOR LOCATIONS & CONTACT DETAILS VISIT

SUPERFISH.COM.AU

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