



Senior Squad

PAYMENTS, POLICIES & PROCEDURES

An outstanding Program developed by
Australian and International
Swimming Champion and Olympian,
Andrew Baildon.



How do I join the SUPERFISH Senior Squad Program?

Students will be required to have a swimming assessment to qualify for the SUPERFISH Squad Program. Students are assessed based on their swimming skills over all 4 strokes, current fitness level & suitability for entering a Squad program. You will be requested to complete an enrolment form. Our office staff will assist you in finding session days and the times.

Recommended Sessions

Andrew Baildon's SUPERFISH Swim Schools recommend the following guidelines based on the swimmers age. We recommend this as a minimum requirement for optimum results. This program has been outlined by Andrew Baildon and Denis Cotterell, Master Coach, Australian Coach of the Year, Olympic Coach, in conjunction with our squad coaches at Andrew Baildon's Superfish Swim Schools.

Age at the beginning of each year	7	8	9	10	11	12	13	14	15	16
No. of Training Weeks/Year	40-42	44-45	44-45	45-46	46-47	47-48	47-48	48-49	48-49	48-49
Pool Sessions/Week	3	3-4	4-5	4-6	6	6-9	6-9	8-10	8-10	10-12
Training Hours/Week	3-4	4	4-5	8	10	12	12	14	16	18

Senior Squad Booking System

We have a fully computerized booking system. All information including squad history, payments, session attendances and make-up sessions are recorded.

- Swimmers will nominate days per week that they will attend.
- These are permanent sessions booked.
- Your nominated sessions will be automatically carried over from month to month, unless you instruct administration otherwise.
- Session bookings remain until you notify administration of a change, either a permanent session change with days nominated, or to cease Squad.
- Squad sessions have restricted numbers. Your booking guarantees your placement each session.

Our Booking Options

OPTION 1: Individual Monthly & Family Monthly

Individual: \$180 per month.

Family Monthly: \$299 per month (2 siblings from the same family)

Family Monthly: \$350 per month (3 or more siblings from the same family, unlimited)

This is a flat monthly fee regardless of the number of weeks per month. Your monthly fee will stay the same each month and qualifies the swimmer to be able to attend 3 sessions, up to the maximum number of sessions offered, per week.

Our Preferred Payment System is Direct Debit.

Family Discount: SUPERFISH offer a considerable discount for 2 or more children in an immediate family. 2 or more children in an immediate family qualify for the 'Family Monthly' rate.

OPTION 2: Casual Swimmers

Gold Coast: 1 or 2 sessions per week \$18.50 per session.

Brisbane: 1 or 2 sessions per week \$19.50 per session.

The Casual Squad Session Fee Structure is calculated on a 'Cost per Session' basis. Your monthly fee will reflect the number of sessions (either 1 or 2 sessions per week) that your child/children are permanently booked each month. It will mean that your monthly fee may vary slightly from month to month.

Our Preferred Payment System is Direct Debit.

SUPERFISH does not offer discounted rates for Squad Swimmers attending 1 or 2 session per week.

JOINING FEE*

The **Joining Fee is \$30** - 'Over The Counter' payment accepted only.

The Joining Fee is a once only fee paid on or before your child/children's first session. The Joining Fee is paid EVERY time a child/children commence classes in the Squad program. The Joining Fee is payable for EACH child in the family that commences in Squad and does NOT attract the discounted rate for multiple children in families. The **Joining Fee is NON REFUNDABLE on cancellation of squad.** 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.

Our Payment Options

DIRECT DEBIT

Direct Debit will give you peace of mind that your fees are always paid and up-to-date. Your Direct Debit will be deducted from your nominated Bank account or Credit Card Account on the first Tuesday of every calendar month. You may need to pay 'Over The Counter' for classes that will not be covered by your Direct Debit for the 1st month only. Ensure that your Direct Debit Request is fully completed and handed to our Administration Staff prior to the commencement of the next deduction. Ensure that you read the Direct Debit Request Service Agreement and understand your responsibility and those of SUPERFISH Swim Schools. Ensure that you notify our Administration Staff in writing of any Account changes prior to the next month deduction.

'OVER THE COUNTER' PAYMENTS

Payments due on the 1st session of the month. Clients who elect to use 'Over The Counter' payment will be required to pay a 'Joining Fee'*. The payment of your monthly fees MUST be completed prior to the first lesson of each calendar month. Late payment of your fees (ie. week 2, 3, or 4) is not acceptable and you will risk losing your placement in Squad. Please refer to 'Permanent Cancellations' overleaf.

No Refund Policy

Upon payment of your fees SUPERFISH Swim Schools has a NO REFUND policy. Management will show discretion in extenuating circumstances.

Additional Sessions

Once permanent sessions are booked, swimmers can do extra or additional sessions if a place is available. You must contact administration to book these additional sessions. If a swimmer is increasing from 2 to 3 sessions per week, they will change onto the 'Monthly' Individual or Family rate.

Missing Sessions & Make-Up Sessions

- Swimmers must contact the centre if not attending one of their nominated (permanent) sessions.
- As session numbers are restricted, your cancellation allows for another swimmer to take your place for that session.
- You can cancel a session by calling the centre in open hours, or leave a message on our answering machine. Our answering machines record the time of your call.
- An alternative session can be organized, although it is not a requirement to do make-ups for your missed sessions.

Alternate sessions, make-up sessions and additional sessions MUST be booked prior to attendance.



Extended Break

- Direct Debit customers can cancel the Direct Debit Authority and follow the Direct Debit cancellation policy details (see Permanent Cancellations).
- For 'Over The Counter' lesson payments we can remove you from sessions and 'hold' your Joining Fee for a maximum 3-month period. Recommencement of lessons within this 3 months period requires no additional Joining Fee to be paid.

Permanent Cancellations

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

- **Direct Debit Customer:** Notice must be 2 weeks **PRIOR** to the **NEXT DIRECT DEBIT DATE**.
- **Over The Counter Customer:** Notice must be 2 weeks **PRIOR** to the **END OF THE MONTH**. The 'Joining Fee' is non-refundable.

Failure to notify swim school of a Permanent Cancellation:

- **Direct Debit Customer:** You will continue to be direct debited from your nominated account for the current and following month.
- **Over The Counter Customer:** Your booking/s will be considered permanently cancelled after the 2nd lesson in the month, if fees have not been paid for that month.

Arriving at Squad Sessions

Senior Squad Swimmers must 'check in' with our Administration Staff or Squad Coach prior to every session to register their attendance. This will assist SUPERFISH Swim Schools to maintain correct attendance records.

Other points

- SUPERFISH Swim Schools highly recommend swimmers join our swimming club for the swimming season. Swimmers at this level need to join the club to help motivate and give swimmers goals.
- We highly recommend that swimmers compete in local and regional carnivals for the same reason.
- We ask that all Squad Swimmers provide their coach with a list of **GOALS** for their swimming each season.
- We ask parents to talk to their children about what they would like to achieve with their training program and then speak to your coach on how to best achieve these goals.
- We ask parents to monitor the number of sessions attended per week to achieve appropriate standards for the swimmers age.

By joining the Andrew Baidon SUPERFISH Swim Schools Senior Squad program, it is understood that you accept the policies and procedures detailed herewith.

Pricing and Policy structure effective from 5 Jan 2015. Prices include GST. All session costs **INCLUDE** entry fee. Prices are subject to change without notice.

Timetable

	MON	TUES	WED	THURS	FRI	SAT
PACIFIC PINES						
AM		5:30-7:00	5:30-7:00	5:30-7:00	5:30-7:00	
PM	5:00-6:30	5:00-6:30	5:00-6:30	5:00-6:30		
BENOWA						
AM		5:30-7:00		5:30-7:00		5:30-7:00
PM	5:00-6:30	5:00-6:30	5:00-6:30	5:00-6:30		
SUNNYBANK						
AM		5:30-7:00		5:30-7:00		6:00-7:30
PM	5:00-6:30	5:00-6:30	5:00-6:30	5:00-6:30		

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