

Pricing & Payment Policies

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 \$21.00	4 week month (4 lessons) \$84.00
2 lessons per week \$15.50	4 week month (8 lessons) \$146.00
3 lessons per week \$13.50	4 week month (12 lessons) \$200.00

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 \$25 per lesson. Multiple lessons: our computer system calculates the average amount ie: \$21.00 (1st lesson for a week) + \$15.50 (2nd lesson for the week) = \$36.50. This divided by 2 lessons per week is \$17.75. This figure is then multiplied by the number of lessons in that month. (either 6, 7, 8, 9 or 10 lessons taken in the month) and a figure for the month is worked out. The same average lesson cost is worked out for 3 lessons per week.

Family Discount

Superfish offer a 10% discount for the 2nd child in your immediate family, a 20% 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 \$25.00 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.

Fees are payable for all classes that fall on a Public Holiday (with exception of the Christmas close down period or as otherwise notified by Management). We ask that you arrange a FREE Make Up (no \$2.00 admin fee) for these classes.

Private Lesson Costs

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

Lessons	Cost
Private 1 child 30 min class	\$75.00 p/child
Semi-Private 2 children 30 min class	\$40.00 p/child
15 Min Private 1 child 15 min class	\$40.00 p/child

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 waive 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 business day 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.

For questions regarding our programs, policies or payment structures, please speak to our admin team.

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 \$42.00 (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.

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