

Group classes

CANCELLATIONS & MAKE UP LESSON POLICIES

In the 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 lesson rules apply:

Notice to the swim school, minimum one hour notice prior to the commencement 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-Up lessons shall be given if contact is made after or during the missed lesson.
- Make-Up lessons are asked to be taken within four 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-Up lessons 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 lesson

Failure to notify swim school for non attendance for two 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.



Joining Fee

'Over The Counter' payments only:

1. The Joining Fee is equivalent to two 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 three 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 three month period a new Joining Fee will need to be paid on re-commencement of classes.

Payment System

Superfish Swim School's fee structure is calculated on a 'Cost per Lesson' basis. 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 for these classes.

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-Up lessons for missed classes can be taken either prior to the break or on your return. All regular Make-Up lesson conditions apply.
2. Direct Debit customers can either organise Make-Up lessons 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 three month period. Re commencement of lessons within this three month period requires no additional Joining Fee to be paid.

PERMANENT CANCELLATIONS

Customers must provide IN WRITING, normally by email to the swim school, their intention to cancel classes and give a minimum of TWO WEEKS NOTICE prior to the end of the month. Classes will cease at the nominated cancellation date.

Direct Debit Customer: Notice must be TWO WEEKS PRIOR to the NEXT DIRECT DEBIT DATE.

Over Counter Customer: Notice must be TWO WEEKS PRIOR to the END OF THE MONTH.

The "Joining Fee" is non-refundable.

Casual Learn To Swim Booking

1. Please see Pricing Bundles, Private and Casual Lessons on Page 2.
2. Casual classes can only be booked NO more than one week in advance.
3. Full fee for Casual Lesson is required if lesson is missed or cancelled.

No Refund Policy

Upon payment of your fees Superfish Swim Schools has a NO REFUND policy.

Management will show discretion in extenuating circumstances.

Our Direct Debit (DD)

Our Preferred Payment System at Superfish Swim Schools.

1. We will waiver 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 in our Policy Booklet.

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 LESSON 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 and administration will organise a Make Up Lesson.

PERMANENT CANCELLATIONS FOR PRIVATE CLASSES

A MINIMUM of TWO 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.

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 two 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, upon re-enrolling back into lessons.
5. Late payment of your fees, ie. (week two, three or four) 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.

Declined Direct Debit Payments

You will be charged a Dishonour Fee per transaction if fees are declined.

Your Direct Debit will be processed again. Multiple declines will result in Debt Collection.

Please ensure that you have sufficient funds, your bank details are correct, card expiry dates, or update details with your bank. Please read your Direct Debit Authority form for further Terms and Conditions.

Superfish Learn To Swim Lesson Bundles

MORE SAVINGS ON ALL BUNDLES:

10% Discount for 2nd Child,
20% Discount for 3rd Child and
50% Discount for 4th & 5th Child,
in your Immediate Family.



Price Per Lesson *based on 1st Child in Family

\$25.00

\$21.25

\$18.33

\$15.00

HOW WE CALCULATE IT:

1st Lesson Price

\$25.00

\$25.00

\$25.00

\$25.00

2nd Lesson Price
SAVING

-

\$17.50
30% off for 2nd Lesson

\$17.50
30% off for 2nd Lesson

\$17.50
30% off for 2nd Lesson

3rd Lesson Price
SAVING

-

-

\$12.50
50% off for 3rd Lesson

\$12.50
50% off for 3rd Lesson

4th Lesson Price
SAVING

-

-

-

\$10.00
60% off for 4th Lesson

Indoor, Heated Pools. Heated Change Rooms and Heated Baby Change Areas.



Fully Qualified Instructors, continually trained with the latest, up to date, 'In House' Training.



Internationally recognised, Olympian run, Progressive Learn to Swim Program.



Make Up Lessons Available for Missed, Notified Lessons at no additional charge.



No hidden fees with Direct Debit Payments, Car Parking or Entry Fees.



4 - FREE progress checks and level assessments per year.



FREE Pool Access for ALL Dippas and Flippas and their Immediate Family to swim together.*



FREE Pool Access for Nippas and their Immediate Family to swim together.*



Parents/Carers have FREE Lap Swimming Pool Access and FREE Adult Aqua Aerobics Sessions.



50% Off 1 x 1:1 Private Lesson Holiday Intensive. VALUE \$75, FREE per child per year**



1 x Completely FREE 1:1 Private Lesson Holiday Intensive per Year! VALUE \$150, FREE per child per year.**



2 x Completely FREE 1:1 Private Lesson Holiday Intensive per Year! VALUE \$300, FREE per child per year.**



Direct Debit is our Preferred Payment Option. Over the Counter Payments will incur a \$50 Joining Fee per child, upon commencement of the program. Fees are in Monthly Blocks, based on number of lessons in Block. Please see 'Policy Booklet' for all Make-Up Lesson Policies. *FREE Swimming Entry must be with Bundle Member, EXCLUDING Superpower. **Must be attending Minimum 4 months of Particular Bundle to be eligible Discounted + Free Intensives. If discounted or Free Intensive Program/s are not used in a Calendar Year, they are forfeited for that year and cannot be used for credit or discounts off fees, or carried into the subsequent year. FREE SWIMMING is available only in Public Swimming times; timetables available online and in centre, see Superfish.com.au for full details.



BUNDLE INCLUSIONS