# SUPERFISH SWIM SCHOOLS Senior Squad

# Payments, Policies & Procedures

## How to Join

Students are 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 and 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.



## Senior Squad Booking System

We have a fully computerised 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.

## Recommended Sessions

Superfish Swim Schools recommend the following guidelines based on the swimmers age. We recommend this as a minimum requirement for optimum results.

| Age at the beginning of each year | 7 | 8 | 9 | 10 | 11 | 12-16 |
|---|---|---|---|---|---|---|
| No. of Training Weeks/Year | 40-42 | 44-45 | 44-45 | 45-46 | 46-47 | 47-48 |
| Pool Sessions/Week | 2-3 | 2-3 | 3-4 | 4-5 | 6 | 6+ |
| Training Hours/Week | 3-4 | 4 | 4-5 | 6 | 8 | 10 |

### Squad Fees

| | Cost | 4 week month | 5 week month |
|---|---|---|---|
| Individual Monthly | $180/mth | $45/week | $36/week |
| Family Monthly 2 Children | $299/mth | $74.75/week ($37.38/wk/child) | $59.8/week ($29.9/wk/child) |
| 3+ Children | $350/mth | $87.50/week ($29.10/wk/child) | $70/week ($23.30/wk/child) |

Any additional children (after 3) will be at a $0 cost rate

Breakdown approximate and divided by sessions into weekly cost.

### Additional Sessions

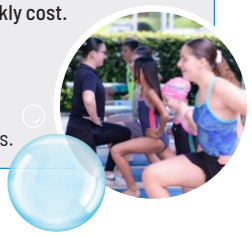
Once permanent sessions are booked, swimmers can do extra or additional sessions if a place is available. You must contact administration to book these additional sessions. If a swimmer is increasing from 2 to 3 sessions per week, they will change onto the 'Monthly' Individual or Family rate.

### Rates include entry fee

### Our Preferred Payment System is Direct Debit

### Timetables

Please see your Superfish Centre for session days and times.



## Family Discount

We 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.

## Casual Swimmers

**1 or 2 sessions per week $20.50 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.

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



## Joining Fee*

**$50 per swimmer**

'Over The Counter' payments only: The Joining Fee is a once only fee paid on or before your child/children's first session. 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.

## Payment Options

### DIRECT DEBIT

Direct Debit ensures your fees are always paid and up to date. Payments are deducted from your nominated bank account or credit card on the first Tuesday of each month. An initial 'Over The Counter' payment may be required for classes not covered in your first month. Please ensure your Direct Debit Request is completed and submitted prior to the next deduction, and that you have read and understood the Direct Debit Service Agreement. Any account changes must be provided in writing before the next scheduled deduction.

### 'OVER THE COUNTER' PAYMENTS

Payments are due on the 1st session of the month. Clients using 'Over The Counter' payment are required to pay a 'Joining Fee'*. Monthly fees MUST be paid prior to the first lesson of each calendar month. Late payment (ie. week 2, 3 or 4) is not acceptable and may result in loss of your Squad placement. 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.

## Missing sessions and 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.

### Visit our website for locations and see reception for session times

By joining the SUPERFISH Swim Schools Senior Squad program, it is understood that you accept the policies and procedures detailed herewith. Pricing and Policy structure effective from April 2026. Prices include GST. **All session costs INCLUDE pool entry fee.** Prices are subject to change without notice.

EXPLORE:

SUPERFISH.com.au

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