



POLICIES AND INFORMATION TERM ONE 2020

Sign In

All swimmers must sign-in prior to entering the pool. Please go to the canteen/office when you arrive and get a stamp on your child's hand, so that the instructor can be assured that you have followed the procedure. Although this can be inconvenient (especially if you're running late), it is an insurance requirement that we must adhere to. Thank you for your co-operation.

Bookings

You are only booked in for Term One 2020, everyone has to fill in a new medical form and return it at your first lesson.

Cancellations

Bookings are for the whole term. We are unable to accept cancellations and will not provide credits if you withdraw from classes unless it is due to illness, injury or other extenuating circumstances. Cancellations made less than 7 days prior to the commencement of the term will incur a cancellation fee equivalent to two week's fees.

Make-Up Lessons

Learn to Swim make-up lessons will only be granted in the event of illness or injury and if at least 6 hours prior notification of non-attendance is received. There will be a maximum of 2 make-up lessons per child. Make-up lesson requests for any other reason will be considered on a case by case basis. In the event of extended illness, please provide a doctors certificate and we will make arrangements to accommodate you to the best of our ability.

Squad swimmers are able to negotiate alternative sessions (for illness only) but bookings are essential to ensure swimmers' safety.

Sibling Discount

We offer a siblings discount to families with 3 or more swimmers enrolled in the same term. This discount applies to families that are billed on the same invoice and have the same parents/guardians listed as their primary contact on their medical form. A 10% discount will be applied to the 3rd and subsequent swimmers in a family.

Teacher Absences

We schedule our instructors to avoid any unnecessary staff absence; however, at times a teacher may be unavoidably absent. In the extreme case when no substitute can be provided, we will arrange a make-up lesson or issue credit towards the next terms classes.

Inclement Weather

Classes will only be cancelled in the event of a thunderstorm or severe cyclonic weather. Classes will continue as scheduled in wet weather. In the event of a thunderstorm during your scheduled lesson time, PivotFish Swim School will cancel the class and will either arrange a make-up lesson or issue credit towards to next term classes. We will make every effort to send an SMS to your mobile phone advising of cancellations however if you are unsure please do not assume your class has been cancelled, please call to verify. We do evaluate the situation every half hour and will know no sooner than 30 minutes before your scheduled class time.

Pool Safety

PivotFish Swim School staff is only responsible for your child during their scheduled lesson time. Children who are inside the pool complex at other times are the responsibility of their parent or guardian or another adult designated by the child's parent. **ALL CHILDREN MUST HAVE ADULT SUPERVISION AT ALL TIMES AND ARE NOT PERMITTED IN THE SCHOOL GROUNDS OR POOL COMPLEX WITHOUT SUPERVISION.**

Hygiene

There are a number of highly contagious and infectious conditions that parents and caregivers need to be aware of. Some of the most common are listed below and should your child present with any of these, they will be temporarily excluded from swimming lessons until the condition has passed:

- Vomiting
- Diarrhoea
- School Sores
- Conjunctivitis

We also ask that any open wounds be covered with a waterproof dressing.

Amenities

PivotFish staff cannot be responsible for monitoring children in this area. Parents are asked to ensure that children are appropriately supervised when using the amenities. Should your child need to use the toilet during a lesson, they will be directed to their parent or guardian, who will be responsible for their supervision at the toilet and for returning the child to the lesson.

Contact Details

Please ensure that we have your current details on file at **ALL** times including an emergency contact. If at any times these change, please see one of our convenors to update them on your medical/enrolment form.

Bank details are:

Commonwealth Bank
Pivotfish Nundah
BSB: 064-127
ACC: 1046 0694

Operating Hours

Pool Phone: 0409935669
Mon to Fri 2.30pm-5.30pm
Tues/Thurs/Fri 7.00am-9.30am
Sat 8.00am-11.00am
Sun 8.30am-11.00am

Fee Structure

Learn-to-Swim lessons

Class	Students Per Class	Term 1 2020	
		10 weeks	Cost per lesson/ Session
Toddlers	6	\$160.00	\$16
	2 nd lesson and above	\$120.00	\$12
Pre-Prep	3	\$160.00	\$16
	2 nd lesson and above	\$120.00	\$12
Beginner Learn to Swim	4	\$160.00	\$16
	2 nd lesson and above	\$120.00	\$12
Intermediate Learn to Swim	4	\$160.00	\$16
	2 nd lesson and above	\$120.00	\$12
Advanced Learn to Swim	4	\$160.00	\$16
	2 nd lesson and above	\$120.00	\$12
Advanced Stroke Development	6	\$160.00	\$16
	2 nd lesson and above	\$120.00	\$12

Squad Lessons

Mini Squad & Junior Squad	Once Per Week	\$120.00	\$12
	Twice Per Week	\$200.00	\$10
	Unlimited Sessions	\$270.00	-
Intermediate Squad & Senior Squad	Once Per Week	\$130.00	\$13
	Twice Per Week	\$220.00	\$11
	Unlimited Sessions	\$270.00	-

HOLIDAY INTENSIVES

Learn-to Swim	Monday-Friday	\$75
Squad	Monday-Friday	\$30

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