

# Welcome to the Gosford Olympic Pool's Learn to Swim Program



Gosford Olympic Pool

## Important Information and Program Procedures

Welcome to the Central Coast Council Learn to Swim Program. Our aim is to provide a progressive, skill-based program. The program is delivered by our experienced, Austswim accredited staff in a fun, non-threatening aquatic environment.

## Program Delivery

At Central Coast Council, we are committed to providing consistency throughout our program; however, sometimes this is not always possible (such as when an instructor is sick or on holidays).

If you or your child has another instructor for a particular reason, you can be assured that the level of professionalism, expertise and program delivery is of the highest standard.

Our in-house instructor training program is ongoing, with continual assessment of our instructors.

This high standard of program delivery, combined with a well-developed lesson plans and skills-based program, ensures your child continues the progressive climb to be a better swimmer.

## Student Progress

Remember that learning to swim is a skill that may require time to achieve. Not all children will progress at the same rate. Your child's instructor will know when they are ready to advance. Assessments are ongoing throughout the year to promote progression and evaluate your child's progress.

## Certificates

These certificates look fantastic to display with your child's name and the level that they have achieved. When your child completes all the criteria in their level, they are entitled to receive a certificate, and will be promoted to the next level, which may incur instructor or time slot change.

Our program also incorporates the Royal Life Saving Society of Australia (RLSSA) Swim and Survive skills. We have included RLSSA Swim and Survive to enhance our program delivery, which will ensure your child receives tuition on lifesaving skills and water safety.

## Lesson Times

	Preschool	School Age
Monday to Friday	6.30am to 12pm	3pm to 7pm
Saturday	7am to 3pm	7am to 3pm
Sunday	8am to 1pm	8am to 1pm

## Learn to Swim Classes

These classes are conducted all year, except for public holidays and Christmas break periods (approximately 1-2 weeks, dates are advertised in advance).

We do not conduct any classes for preschool children in the afternoon between the times of 3pm to 7pm, as this period is allocated for school age children to attend our Learn to Swim program.

Learn to swim bookings are based on calendar months. Your booking is rolled over monthly and you remain a current member, unless you notify reception of your permanent cancellation from the program.

It is your responsibility to notify reception if you wish to permanently cancel out of the program. Failure to notify of cancellation of your Learn to Swim booking will incur fees.

Please note that children who are not toilet trained are required to wear aqua nappies.

## Duty of Care

Swimmers under the age of 10 must be accompanied by an adult / guardian while at Gosford Olympic Pool. Children must be placed in their class and picked up at the end of their class by their parent / guardian. A parent / guardian must stay in the Learn to Swim area for the duration of your child's swimming lesson, in the event that your instructor needs your attention (e.g. for a toilet break or illness).

## Payment Procedure

At Gosford Olympic Pool, once you have booked into our Learn to Swim program, all lessons must be paid for prior to attendance.

## Level Progression



## Payment Plans

### Direct debit

Payments are based on swimming 50 lessons per year, with the 10% discount applied to each lesson.

- Direct debit can be cancelled at any time with no penalty.
- Members must notify the Gosford Olympic Pool of the cancellation of their direct debit membership fifteen (15) days prior to the end of the month, prior to cancellation taking effect, by completing a variation cancellation form.
- Please see enrolment form for full Terms and Conditions.

### Payment at reception

Lessons are purchased in session blocks.

# sessions	discount
four sessions	no discount
eight sessions	10% discount
12 sessions	10% discount

- If you cannot attend your child's lesson on the day payment is due, payment is still required. Fees can be paid over the telephone via credit card on 4304 7250.
- In the event of payments falling into arrears, no further lessons will be provided until full payment is received.
- **Important:** please note that if you do not confirm with payment of at least four (4) sessions, your enrolment spot is no longer guaranteed and other bookings will be allowed into that spot. The new computer system will only keep bookings that are confirmed with payment before the start of the last paid lesson. Your payments must always be one week in advance. For example: your last paid session is Tuesday 9am if you do not pay for your next session on this day, your child will be automatically removed from the program. Removal of booking from program is automated system.

### Payment of Swimming Lessons

Under Central Coast Council's policy regarding the collection of fees and charges, Council officers are unable to allow customers to access services or facilities without payment. For swim school, this means that all lessons must be paid for in advance. Access to lessons will be denied by reception staff if fees are not paid prior to lessons.

To be eligible for our discount, fees must be paid in full before the term commences. Fees are fixed until the end of the current financial year. All fees are subject to increase in line with the then new current fees and charges.

## Refund Policy

- No refunds are available. Consideration may be made for medical reasons if accompanied by a written request and a medical certificate.
- Lessons missed without notification are forfeited.

## Missed Lessons

To be eligible to receive a make-up lesson, you must notify reception prior to any lesson being missed. If we do not receive notification, no make-up will be issued and lesson fees will still apply.

## Make-Up Lessons

Make-up lessons are offered for missed lessons only if the customer has notified reception prior to lesson time commencing, and the customer must be a current financial member of the program.

If you do not contact reception prior to lesson time, no make-up lesson will be offered, and that lesson and payment is forfeited.

- All make-up lessons are subject to availability. Whilst every effort will be made to find a mutually suitable time for your make-up lesson, we cannot guarantee a make-up lesson. Make-up lessons are offered as a goodwill gesture and can only be booked into vacancies available in the program.
- The offer of make-up lessons will be valid for six months from the date of the cancellation.
- Once a make-up lesson has been booked, you must attend that booking. If you cannot attend the time you have booked you will forfeit the lesson as make-up lessons cannot be cancelled, changed or re booked.
- Please contact Gosford Olympic Pool reception on 4304 7250 between the hours of 12pm and 3pm, Monday to Friday, to arrange time for your make-up lesson.
- It is your responsibility to organise make-up lessons with reception and it is advised to follow up on availability as soon as possible.
- Private lesson make-ups: will only be offered when a cancellation has been made within the 24 hour notification period and has been confirmed by reception.
- Make-ups cannot be used as your normal lesson day and time slot.

## Swimming Before and After Lessons

Please be advised that children are not permitted to enter any pool before their class. This is due to many children arriving at their class late or fatigued. If you or your family wish to swim, you are required to pay pool entry. The child attending lessons is not required to pay pool entry.

