



Flagstone Enrolment Booklet

March 2022





Welcome to Splash Leisure

Splash Leisure would like to welcome you and your family to our swim centre. Our bespoke Learn to Swim Program is suited to infants from 3 months of age through to squad preparation. Our qualified and passionate teachers provide the highest standard of teaching and care to your child.

Enrolment Fee

All children joining Splash will receive a free assessment to determine which level within our program best suits their swimming ability.

An upfront payment of \$44.00 (Two weeks in advance) must be paid upon enrolling into classes to secure your spot within the swim school.

The enrolment fee is a one-off payment that is non-refundable upon booking classes. The advance payment is to allow for a two-week cancellation period should you decide to cancel the enrolment.

How our payments work

Splash operates in six-week blocks per year with a two week break over the Christmas period. At this time your membership will be put on hold.

Our payment structure runs on a "Cost Per Lesson" basis meaning you pay for the six lessons within the block that you swim with no hidden fees or charges.

Package One	1 Lesson Per Week	\$132 Per Six-Week Block
Package Two	2 Lessons Per Week	\$240 Per Six-Week Block

Note: School holiday intensives & Stroke clinics will be included in your package. No extra fees will be applied if you choose to participate in these clinics.

Splash provides all customers with two options for payment:

1. Ezidebit to be deducted from your bank account every fortnight on a Thursday.
2. Full upfront payment via electronic funds at reception. No cash please.

Family Discount

If you have three or more children from the same family enrolled in our program, we'll give you 10% off the fees for the third child.

Private Lessons

Our facility also provides the option of private and semi-private lessons upon request.

Splash leisure support NDIS funded private lessons.

- Private lessons are available for all skill levels and are a great option for faster progression in a 1-on-1 environment. Classes are typically scheduled on a weekly, ongoing basis.
- Semi-private lessons are available for all skill levels and are a great option for siblings or friends to be in the same class. Classes are typically scheduled on a weekly, ongoing basis. Swimmers are required to book at the same time as their semi-private class partner.

Private 45 Min	Semi-Private 45 Min
\$120 Per Lesson – Two Week Deposit Required	\$60 Per Person Per Lesson – Two Week Deposit Required
Private 1 Hr	Semi-Private 1 Hr
\$160 Per Lesson – Two Week Deposit Required	\$80 Per Person Per Lesson – Two Week Deposit Required

Missed Lessons and Make-ups

Splash offers 1 make-up lesson per 6-week block, provided notice is given by emailing or phoning the Centre within two hours prior to the commencement of your lesson. Makeup lessons are at a different time to your regular class time and cannot be used as credits for regular term lessons. Makeup lessons cannot be booked more than a week in advance. Please note the teacher for your make up lesson may not be your regular class teacher.

Progression and Promotion

It is important to understand that all children are individuals who progress at their own pace. There is no one size fits all approach to swimming lessons and our staff will tailor our program to suit the individual needs of each child. Once your child's class teacher feels they have achieved the skill set required for their current level, they will be assessed and if deemed to be ready to progress, they will be presented with a personalized certificate and invited to ring our special celebration bell.

Caps and Goggles

It is not a requirement of our centre that goggles be worn, and we discourage it for any children under 3 years old, however pool chemicals can cause sensitivity for some children. During our safety drills children will be asked to remove their goggles to provide a more authentic survival drill (most children are not wearing goggles when they fall into water by accident, therefore safety drills are performed without goggles). Due to hygiene reasons, we cannot provide goggles on loan, if you forget your goggles, we have them available for purchase at reception.

Change Rooms

Male and female showers, toilets and change rooms are located in our centre for your convenience, as well as a PWD accessible bathroom. We ask that all children over the age of 8 use the gender appropriate change room.

Pool Hygiene

All infants and children who are not fully toilet trained must wear the SWIMSURE nappy provided upon sign up or you can purchase one from the centre. Please ensure your child uses the toilet before the start of their lesson, this helps to avoid any accidents happening in the pool and helps to minimize disruption to the lesson for toilet breaks.

Water Quality

A clean and safe environment is our priority. You can be assured that the water quality in our pool is always maintained to the highest of standards. Through the use of the Ozone purification system, we can reduce the need for chlorine, resulting in less skin and eye irritation and softer, more hygienic water. Ozone is extremely effective in breaking down viruses and impurities in the water yet so environmentally and human friendly, it is the process used when making bottled drinking.

Supervision

All children under the age of 16 are to be always supervised by an adult. You are not permitted to leave the centre whilst your child is having swimming lessons. All children using the playground must be always supervised.

Photography, Filming and Social Media

We understand that this is an exciting time for your child, and you may like to record their achievements as they learn to swim and excel in the pool. You must obtain prior approval to take photos and videos if you wish to take any images or video if person/s other than family members are in your shot. Ask at the Reception Desk and/or gain consent prior to taking photos or filming. We will work with you to assist; this may mean moving to an area where no other person may be filmed in error and/or checking for consent from the other parents or individuals present.

THERE IS NO FILMING OR PHOTOGRAPHY OF ANY KIND IN THE CHANGEROOMS.

Splash Leisure may take photos or film the attendees in our Centre. These images may be used for marketing purposes and from time to time may appear in our marketing, in Centre noticeboards or on our social media platforms. Splash Leisure will use the images reasonably and be appropriately consistent with social and ethical obligation to all present in the images.

If at any time you, a parent/carer or student has a concern about this policy or the use of any images we ask that you raise this with any of our Splash team members. If you do not wish for your child to be included, please inform staff and a note will be made on your file and the class teacher will be notified.

Policy Updates

From time to time, we are required to update our policies in line with the ever-changing needs for our customer's and business. Splash Leisure is part of the Stockwell Group.

To view the most recent Policy Booklet we invite you to our website at <https://www.splash.com.au/home> or ask Splash staff for a policy booklet.



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