



MYSWIM POLICIES

SWIMMING FEES

Fees are charged by the term and are due the first week of the term. The alternative is to pay by direct debit which is taken out of your credit/debit card on a weekly, fortnightly, or monthly basis. Fees that are not paid by due date may result in your lesson not being confirmed for the term.

MISSED LESSON – WITH NOTIFICATION

If a lesson has been missed and notification has been received a make-up class may be possible only if the makeup policy is followed.

MAKE UP POLICY

Notification of a cancelled class must be provided, to be able to take advantage of our makeup lessons. To notify us of the cancellation please call 0447 420 846 and speak to one of our staff or leave a message or text. Other alternatives are contacting us through our Facebook page, through our customer portal or by email connect@myswim.com.au. A makeup lesson is only offered if Myswim is notified of your absence prior to the start of lessons for that day. Makeup lessons are a substitute class that will take place at a different time to your weekly class. A makeup is only offered by Myswim once Myswim has been notified of their cancellation and a position has been found to allow the substitute class to take place. Make ups must be made within a 4-week period and cannot be guaranteed. A makeup lesson cannot be cancelled or rescheduled after the booking has been made, in doing so the lesson will be forfeited. Customers must be enrolled into our program and be financial to book a makeup lesson. If you leave the program all makeup lessons owing will be forfeited. No exceptions will be accepted.

MISSED LESSON – EXTENDED ABSENCE

To retain a place during an extended absence i.e. holidays or sickness, notification must be provided and make up lessons are offered only if make up lesson policy is followed. The alternative is to completely cancel and rebook on return, however, Myswim cannot guarantee the original position or time will still be available.

MISSED LESSON – WITHOUT NOTIFICATION

The full lesson fee is payable. Make up classes will not be offered. Two weeks with no notification will result in your child being removed from the program and any outstanding fees must be paid in full to re-enter the Myswim program.

MYSWIM BOND PAYMENT

Upon enrolment you will be required to pay a bond to join Myswim. This bond is for all programs offered by Myswim and will be 2 weeks of lesson fees. It will be reimbursed to you in the form of 2 free lessons, upon exiting the program if two weeks' notice is provided in writing. (see cancellation from program policy for further details) If notice is not received in writing and or you are removed from the program due to no notification of missed lessons, then the bond will be forfeited. You will be required to pay the bond again in full upon re-entering the program.

CANCELLATION FROM MYSWIM PROGRAM

If you are choosing to leave us at any stage, whether it is to have a break or holidays, notification Must be provided in writing. A cancellation form can be obtained from our office or email us at connect@myswim.com.au with the following details- day, time, child's name date when leaving and reason for leaving and all outstanding fees MUST be paid prior to leaving. If you have paid your fees in advance, then a makeup lesson will be offered if you are unable to attend those lessons. Makeup policy will apply to these lessons. Two weeks' notice must be provided in order to receive your bond lessons. Bond lessons are to be taken the first available two weeks after your financial payment date. If you are unable to take the bond lessons on those two weeks the bond lessons will be forfeited.

PROMOTIONAL OFFERS, SIBLING AND LOYALTY PROGRAMS

Myswim from time to time offers promotional programs and our policies apply to all these programs. These include but not limited to the following:-

1. **Sibling Discounts** – 1st child pays full fees, 2nd child receives 5% discount, 3rd Child receives 10% discount, 4th child plus any consecutive children will each receive 15% discount. This is offered all year round
2. **50% discount – special promo.** This is advertised every year and the dates vary from year to year, but generally run between May and August. This is an additional lesson during a specified time at the reduced rate of 50% off our lesson fee (does not include sibling discount) , please note that this lesson will only be booked in for the specified dates that are being offered, if you would like to continue at a normal rate or would like to change days from your normal lesson to the new lesson, then you must notify the office 4 weeks prior to completion so that we can extend or change your lesson time/day.
3. **Refer a friend Promo** – An amount of \$35 per child is credited on your account. This credit is given to the family that is new to our swim school and the referring family. However, the new family must be a new family to the swim school and not a re-enrolment into the program. You must be enrolled into the program to receive the discount. Fees must be paid for the whole term for the discounts to be applied, and if the new family leaves the credit amount will be reversed on the referring families account. If the referring family is not enrolled into the program at the time of the new family entering, then the new family will still be entitled to the discount.. This is offered all year round
4. **Active Kids Vouchers** – NSW Services are currently offering 2 active kids vouchers per year to any child that is older than 4 ½ and is enrolled into school. The active kids' voucher is not allowed to be credited against a holiday/intensive/fast track program, but must be used for a minimum of a 8 week program. This means that only 1 voucher can be redeemed per child per term. If the voucher goes over two terms a second voucher cannot be redeemed for those terms.

Policies are current as of 01/02/2021

Policies can be reviewed from time to time and amendments are made with notification to all active members via email, inactive members upon re enrolling can attain a copy of our policies from the staff at our office or through our website

5. **Early Payment Discount** – This is a discount of 10% and is credited on your account if fees are paid in full by the due date. The 10% discount is calculated on the balance of your account after any credits/promos/vouchers have been deducted. It is not applied to accounts that wish to pay by our direct debit payment system. This is offered all year round
6. **Loyalty Discount** – This is a discount given to families that continuously swim at Myswim. 2% discount off the lesson fee for 1 year of continuous swimming, 4% discount off the lesson fee for 2 years continuous swimming, 6% discount off the lesson fee for 3 years continuous swimming, 1 x Free swimming cap plus the continued 6% discount off the lesson fee for 4 years, 1 x Free goggles plus the continued 6% discount off the lesson fee for 5 years of continuous swimming 1 x FREE private lesson plus the continued 6% discount off the lesson fee for 6 years and each additional year after that of continuous swimming. The discount is an additional discount offered and is calculated on your lesson fee after any sibling discounts have been calculated. If you choose to have a break during your time with us, the loyalty discount will be forfeited. Once you return your continuous swimming time will restart.

ONGOING LESSONS

First booking is permanent unless Myswim is informed of your intention to cancel. Re-booking after each lesson is not required. All lessons are automatically rolled over from one term to another unless notification is provided. Lessons continue throughout the school holidays and operate all year round, except for public holidays and Christmas break. A booking will be automatically cancelled if lessons are missed for 2 weeks without notification

CHANGING DAYS/LESSON TIMES

Days and times may be changed if required, and where possible. However, if a permanent change is required it might be necessary to be placed on a waiting list till a day and time becomes available.

REPLACEMENT INSTRUCTORS

Myswim will endeavour to give each child the same instructor weekly. If for unforeseen circumstances this is not possible an alternative instructor will be provided.

PUBLIC HOLIDAYS

No cancellation fees or makeup lessons will apply on public holidays or during the Christmas/New Year Period Closure periods.

MYSWIM SWIMMING CAP

It is recommended that swimming caps be worn during your child's lesson.

For any questions or queries please do not hesitate to call or email our office on [0447 420 846](tel:0447420846) or connect@myswim.com.au