



# Swim School

## Frequently Asked Questions



### **How old does my child have to be to start lessons?**

We take enrolments from 6 months onwards.

### **When can we start lessons?**

Anytime! We don't make families wait until the start of a new school term to commence lessons. As soon as you're ready to go, we're ready to welcome you!

### **Once I've started, can I change my lesson day or time?**

Of course you can! All you need to do is give us a call and we can help arrange a new time that works best for you.

### **How long do lessons go for?**

All our children lessons are 30 minutes, and our adult lessons are 45 minutes.

### **Will my child receive a membership card?**

Each student is issued with a membership card which must be scanned at every lesson to gain entry to the pool.

### **Will I need to get in the water with my child?**

In parent and child levels, a parent is required in the water. We are leveraging off the trust built with a parent/relative to help them through initial stages of conditioning and confidence.

### **Do parents have to attend the lessons?**

It's a family affair! As part of our commitment to safety, all parents are required to be in attendance and supervising during all learn to swim lessons. We also think it's great for parents to see first-hand how their child is developing.

### **How often will I get feedback on my child's progress?**

We have supervisors for each class, who observe each child closely and provide regular feedback to parents. Changing levels is not limited to term breaks, which allows children to progress to the next level whenever they are ready.

### **Can my child use the pools outside of swimming lessons?**

Absolutely. All children become a member of RLC and have unlimited access to the pool to practice their newly learnt skills or just have fun in the pool with family and friends. On the day of the lesson the whole immediate family can come in for a swim. Any other day only one supervising adult can attend with the student. Access to the pool is not free during swim school breaks.



### How do I pay for swimming lessons?

Convenient fortnightly direct debit payments encourages continual skill development with no re-enrolment process. Every second Thursday the agreed debit amount will automatically be withdrawn from your nominated bank account or credit card.

### Do you offer discounts for multiple children?

Yes

### How do I cancel my membership?

Swimming lesson memberships are perpetual direct debit agreements with no "lock in" period or cancellation fees; we simply need 14 days written notice of cancellation (one more direct debit will come out after notice is provided). As you pay in advance, you will have access to lessons and the Centre for two weeks after your last debit.

There are no lessons held on Public Holidays.

### Can my child wear a normal nappy in the water?

No. Infants are required to wear aqua nappies that are tight fitting around the thighs if they wear a standard nappy when not swimming. Standard nappies are not permitted in the pool. Aqua nappies are available for purchase at Customer Service.

### Can I suspend my child's membership when they are sick?

Absolutely! You must provide us with a doctors certificate which covers a period of two weeks or more.



#### RESERVOIR LEISURE CENTRE

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#### National Relay Service [relayservice.gov.au](http://relayservice.gov.au)

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

#### Speak Your Language T 8470 8470

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