

# Swim School Policies

Our policies ensure that our swim school is delivering lessons that are enjoyable, safe and a quality experience. Please contact us for any further information on our programs.

Swim School Ph: 9231 0900 Email: [canning.swimschool@canning.wa.gov.au](mailto:canning.swimschool@canning.wa.gov.au)

## **Entry Cards**

An entry card will be issued upon new enrolment. The card is to be scanned for the student's entry on the day of the lesson.

- Entry cards are only on the day of the lessons.
- Each student enrolment allows for 2 spectators. If there are any additional spectators they will be required to pay a spectators fee. If a spectator wishes to have a swim they will have to pay the appropriate fee for a swim.
- Lost or replacement cards will incur a fee of \$5.00.

## **Refunds, Family Passes and Credits**

- Medical certificates will be required to receive a family pass/credit voucher. Family passes/credit vouchers are valid for 6 months.
- Refunds can only be made in extenuating circumstances and are at the manager's discretion. Requests may incur an administration fee
- Family passes are not issued for Levels 12 plus or Junior Life Guard Club as these are award fees.

## **Entry for Children under the age of 12 and Supervision**

- City of Canning Swim Schools are Royal Life endorsed Watch around Water Centre's. Children under 5 must be in arms reach of the parent carer and no swimmer under 12 is permitted to enter the center without adult supervision.
- All children must be collected at the completion of their swimming lesson. Please note you are not permitted to leave the premises while your lesson is conducted.

## **Instructor Requests**

We cannot guarantee teacher availability.

## **Swimming Levels and Programs**

City of Canning Swim School has their own swimming continuum. Children will be assessed for the appropriate swimming level. Lessons are held during the school terms.

## **Hygiene and appropriate Swimwear**

Participants must wear appropriate swimwear. Babies and toddlers not toilet trained must have either a swimming nappy or baby swim pants with an elasticized leg. [Participants who are menstruating must wear suitable products appropriate for swimming lessons.](#)

## **Re-Enrolments**

Re-enrolments days are as follows:

Week 7 – Customers receive their re-enrolment slips

Week 8 - Existing customers staying on the same day

Week 9 - Returning customers, changing day and new siblings

Week 10 - New customer's