

Welcome to

Swimgym Papatoetoe



Welcome to Swimgym Papatoetoe, a Swimming NZ Quality Swim School

Here is some general information to let you know a little about the way we work. Please ensure you read it carefully.

When do I pay the fees?

- A non refundable deposit of \$10 is due on booking, this deposit is deducted from the full fee amount. Full payment is due before or at your first lesson.
- Please note your payment date on your booking confirmation/invoice.
- We accept cash, cheque, eftpos or internet banking.
- Bank Account No: 02 0214 0161459 01
- Fees must be fully paid by **week 6** of the term, unless prior arrangements have been made.
- If payment is difficult for you, please see us as soon as possible—we can arrange payment terms.
- Once lessons are booked you are committed for the term—terms are usually 10 weeks.

What do I do if I have to miss a lesson?

- Please contact us before the missed lesson.
- We offer up to 2 credits (Half the cost of the lesson per credit) per term for notified absences due to sickness or school camp only.
- Credits are deducted from your next term's fees. They cannot be carried over to terms beyond that or used by another swimmer or for holiday lessons.
- We **do not offer make up classes**.
- If the pool is closed due to circumstances beyond our control we will offer you a credit (50% of lesson cost per missed lesson).

What do I do about rebooking for the following term?

- We run an **automatic rebooking policy**.
- If you are currently in a class, you will be automatically rebooked for that class unless:
 - You let us know that you no longer require lessons or you have requested a change, this change is not guaranteed but we will do our best to accommodate this.
 - Your child is moving up a level, we will do our best to find him/her a class at a similar time on the same day.
 - Your current account is not up to date.
 - A timetable change is necessitated to guarantee all promoted students have a place.

What do I do if I want to cancel lessons?

- If you need to cancel during the term due to sickness or an emergency, please talk to the Office immediately.
- All lessons up to and including your cancellation date, regardless of attendance must be paid in full, refunds may only be given in exceptional circumstances upon application to Management.
- If you fail to inform us up to 5 days prior to the start of the next terms lessons a \$10 booking fee will be charged.

Photography in the Pool Area

- As this is a public pool it is reasonable to assume some photos will be taken. We support photos being taken by family members and guardians.
- On occasion for staff training purposes we may video some classes. Please see the office if you wish your child to be excluded from this process.

What rewards will my swimmer receive?

- Certificates will be handed out to each swimmer in week 3 as they start a new level (*once payment is received*). Outlined on the certificate are all the outcomes to be achieved in order to move up to the next level.
- In addition stickers will be handed out as a reward when certain outcomes are achieved in each level. There is an allocated space on each certificate for the stickers to be placed.
- Achieving all 4 stickers does not give automatic progression to the next level. Details of the achievement standards are posted on the Swimgym noticeboard.

What do I do if I have some concerns?

- Talk to the Pool Deck Supervisor or come in to the office and see us as soon as possible with any concerns or problems and we will do our best to help you.
- Remember, problems are much easier to solve if they are brought up early.
- And, like any organisation, we appreciate your positive comments too—so if you like us feel free to come in and tell us that as well!

How am I kept informed?

- Please check the whiteboard each week for any relevant notices.
- Our website www.swimgym.org.nz has all of our up to date information.
- **LIKE** our Facebook page, we are always updating our clients with new posts. Just look for the Starfish.
- A newsletter is printed and handed out each term around weeks 5 & 6—please keep an eye out for it.

Safety

Your child's safety is important to us, please follow these rules:

- Parents must remain with their children while they are having their lesson, they must not leave the building.
- Outside of the lesson time, caregivers are responsible for their child. Auckland Council pool policy states that all children, 10 years and under, must be actively supervised by a caregiver aged 17 years or over at all times, children 4 years and under must be accompanied in the pool and be within arms reach.
- Swimmers are not allowed into the teaching pool outside of their lesson time—**no playing** on the ramp please.
- Please keep swimmers away from the side of the pool until other swimmers have finished and exited their lesson.
- No running around the pool.
- Children should enter lessons from the side/end of the pool (not the ramp) where their teacher is taking the roll.
- All of our Swimgym staff are police vetted.

Papatoetoe Swimgym contact details

Phone: 277 7029 or 277 7021

Email: papatoetoe@swimgym.nz

www.swimgym.org.nz

