

Welcome to

Swimgym Howick



Welcome to Swimgym Howick, 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 \$20 is due on booking/automatic rebooking and the balance or full payment before or at your first lesson. Please note your payment date on your booking confirmation/invoice.
- We accept cash, credit card, eftpos or internet banking.
- Bank Account No: 02 0214 0154873 00
- Fees must be fully paid by **week 7** of the term, unless prior arrangements are 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—a term is 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 per missed lesson) per term for notified absences due to sickness or school camp only. (Terms 2 & 3 = 3 sickness credits per term)
- 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 has outstanding money.
 - 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 \$20 booking fee will be charged.

Photography in the Pool Area

- As this is a private pool for lessons 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 Reception 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?

- Please come to Reception and see us as soon as possible with any concerns or problems and we will do our best to resolve.
- Remember, problems are much easier to solve if they are brought to our attention.
- 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 either at the location or on our website.

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.
- Swimmers are not allowed into the teaching pool outside of their lesson time.
- Please keep swimmers away from the side of the pool until other swimmers have finished and exited their lesson.
- No running around the pool.
- All of our Swimgym staff are police vetted.

Howick Swimgym contact details

Phone: 537-0029

Email: info@howickswimgym.co.nz

www.swimgym.org.nz



Emergency Procedures - Howick

IF YOU DISCOVER A FIRE

Operate the nearest fire alarm box

DIAL 111

When you hear a Fire Alarm

On the continuous sounding of the fire alarm leave the building PROMPTLY by the nearest exit. (please review the exits below) Please follow the directions of the Fire Warden.

Assemble at: Top left corner of carpark

- **DO NOT LINGER IN THE CHANGING ROOMS, RECEPTION OR PASSAGEWAYS.**
 - **DO NOT STOP TO GATHER UP ALL YOUR GEAR**
 - **DO NOT RUN**
- DO NOT RETURN TO THE BUILDING UNTIL THE ALL CLEAR IS GIVEN**

