



Make-up lesson Policy

We understand that life is unpredictable! If your child is unable to attend a Swimming Lesson, or your lesson falls on a public holiday, you are able to book a make-up lesson to ensure your child retains important water safety skills. Every student can use up to 8 make-up lessons every calendar year. To book a make-up lesson simply speak to a "Teacher In Charge" on pool deck who will find you a convenient and available time to match your child with the right teacher.

Make-up lesson Policy:

- Every student is entitled to one make-up lesson per missed lesson, up to a maximum of 8 lessons per calendar year. This includes public holidays.
- Make-up lesson bookings can only be made in person with a TIC at Swim Desk on pool deck or a Customer Service Officer at reception. We do not take bookings over the phone.
- All 8 make-up lessons must be taken in the same calendar year. All make-up lessons not taken in the calendar year will be forfeited.
- To be eligible to book in for a make-up lesson, you must be a current Swimming Lessons Member.
- Make-up lessons can only be arranged up to 1 week in advance and once booked cannot be altered and will be forfeited if not attended or cancelled.
- Make-up lessons are forfeited upon cancellation of the Student's Membership.
- You are not able to book and/or participate in a make-up lesson if your membership is on suspension.

Medical suspensions:

Medical suspensions are available for students who provide a medical certificate for being unable to attend 1 or more consecutive lessons. Medical suspensions must be arranged in person at the Centre, by completing a "Membership Amendment" form and a supporting medical certificate covering the relevant dates. Medical suspensions can only be backdated for up to one month. (Membership Amendment forms are available from Front Desk in Centre)

Summer Break:

16 Dec 2019 to 12 Jan 2020

Swimming lessons run 48 weeks of the year from 14 January to 15 December 2019. You are able to suspend your membership over the 4 week Summer Break by completing and submitting a suspension form prior to December 8th 2019. If you do not suspend during this period your membership will continue as usual giving you unlimited access to the leisure pool area over the 4 week Summer Break.

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