



# ENROLMENT PACKAGE 2021

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## Calendar

### INTENSIVE HOLIDAY PROGRAMS EARLY JANUARY

Information coming soon

## WHAT A YEAR IT HAS BEEN FOR EVERYONE IN 2020

For 2021, we will be commencing lessons from  
**SUNDAY 17th JANUARY**

Our Calendar is Included in this Document

## How does your booking work?

You are **AUTOMATICALLY** booked in to your current time for 2021, however these may change slightly

If you wish to **cancel**, you must notify us **BY EMAIL** by **SUNDAY 20th December** - [enquiries@elthamswim.com.au](mailto:enquiries@elthamswim.com.au)

### 2021 Times -

These will be close to what you currently have, however, there might be slight changes depending on Covid Rules

### NEEDING TO CHANGE TIMES?

Please fill in the attached **LESSON CHANGE REQUEST**. Get this back ASAP, as we start working on these early **DECEMBER**



## STRONG SWIMMERS CONFIDENT KIDS

To make an enquiry or enrol, email us at [enquiries@elthamswim.com.au](mailto:enquiries@elthamswim.com.au)

Eltham Swimming School | 1441 Main Road, Eltham 3095 | [elthamswim.com.au](http://elthamswim.com.au)



## SIMPLE STEPS TO ENROL (2021)

### EXISTING CUSTOMERS

Your enrolment is ongoing, and does not pause with breaks (including at Xmas, January)  
Please make yourself familiar with our calendar

**LESSON TIMES:** Lesson times remain the same, however we highly recommend checking your Parent Portal immediately before attending

**CHANGING TIMES:** Please fill out a **"CHANGE OF LESSON REQUEST"** and email or return to reception

**CEASING LESSONS:** All cancellations **MUST** be done by email to [enquiries@elthamswim.com.au](mailto:enquiries@elthamswim.com.au)  
This prevents any confusion.

Lesson cancellations must be in line with our cancellation policy attached to your **ENROLMENT FORM**, and/or **CHANGE OF LESSON REQUEST**

If changing lessons, we will do this as quickly as possible, and as close as possible to your request.  
We will advise by email, & Facebook when lesson times are available.

### NEW CUSTOMERS

Please complete an **ENROLMENT FORM** form.

We will send you a Direct Debit form. 50% of your first debit will be required as a booking deposit, with the remaining 50% due at the scheduled date

We may be able to give you a lesson time immediately, or we may reply once we have completed your enrolment

Please make sure you are familiar with our various policies

### NOTIFICATION

We highly recommend all customers join our **FACEBOOK** page to keep abreast of notification

Please go to our **WEBSITE** & join from the icon at the bottom of the page

<http://www.elthamswim.com.au/>

or go directly to our Facebook link

<http://www.facebook.com/elthamswimmingschool/>

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# SAFETY

## At Eltham Swimming School, Safety has always been our priority

Now there are extra Layers for us (and you)

### Our Program

Is aimed at making your children as Water Safe as possible, whilst also making them excellent swimmers

### Our Water

We have invested heavily in our water quality. These days, many facilities attempt to “disguise” how they treat their water. If you have heard of “SALT” or “MINERAL” water treatment, think “CHLORINE”

You cannot legally swim in commercial pool if it is not treated with Chlorine, and that is because it is not safe. Our Victorian Health regulations require Chlorine.

“Salt” & “Mineral” pools mean *chlorine is made on site* from the Salt etc.

If something goes wrong, you can be in a pool with no chlorine, and therefore be in an untreated pool.

However, We can minimise the level of chlorine and it's byproducts.

***We do this by using Ultra Violet Light plus low chlorine.  
It is the best & the safest***

### How does this work?

Ultra Violet light has a bad reputation. *UV protection in sunscreen etc!!*. However, for sanitising water it **excels**. We keep it totally enclosed in a large stainless system (as pictured), where it works its magic. The pool water is completely sanitised each time it passes through our UV chamber, and then treated with Low chlorine. This is the best system available. It makes our pool the safest and healthiest water to swim in

Check out the Hanovia system here:-

[https://www.youtube.com/watch?v=v-mT\\_jFrPDs](https://www.youtube.com/watch?v=v-mT_jFrPDs)



The other Alternative to UV (Ultra Violet Light) is Ozone treatment. Ozone treatment is as effective as UV.

### So why don't we use Ozone?

Ozone is a gas added to the water as a purifier, but must be removed from the water prior to being returned to the pool.

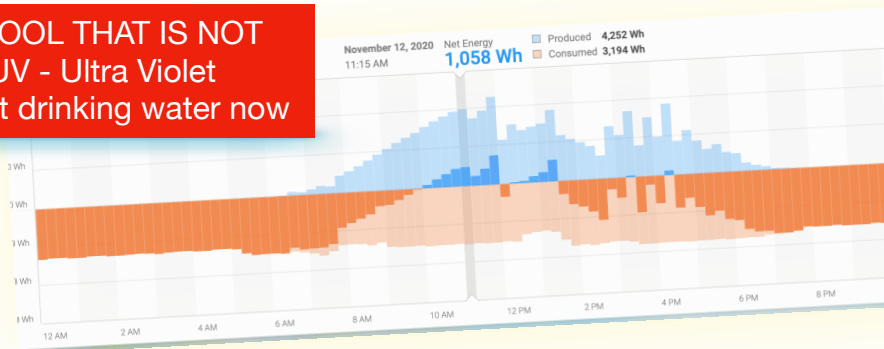
We are not happy adding Gas to our water, so we have gone with UV, which is just a ray passing through the water in a secure Stainless steel Vessel. The only disadvantage is that UV uses quite a bit of electricity, but we have our 25 kw of Solar panels to help

**DON'T SWIM IN A POOL THAT IS NOT  
TREATED WITH UV - Ultra Violet  
It's even how they treat drinking water now**

### Covid Safety.

Rest assured we will do our utmost to follow all regulations & keep everyone safe. Thank you to those who have commented on the process and your positive comments are much appreciated.

Please make sure you are aware of our rules & procedures



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## CRITICAL POLICIES

We have certain policies that we ask you please ensure you are aware of.  
A summary is attached, but please ensure you are familiar with the full policy  
Policies are available at reception and on our website

### MAKE - UP LESSONS

Policy attached. Please ensure you use the correct notification methods & adhere to timeframes

### SUPERVISION OF CHILDREN BEFORE & AFTER LESSONS

Supervision of children before and after swimming lessons is a parent / guardian responsibility.  
No children are to be in the water unless invited in by their teacher.

### SWIMMING ATTIRE

Swimming attire should be correct & appropriate, and not limit the ability of the children to swim easily. Children not toilet trained must wear an appropriate Swimmer Nappy or similar.

### DANGEROUS ARTICLES

No breakable articles, such as glass or similar, are to be brought into the pool area. Please especially check drink containers

### NO FOOD POLICY

We have a "No Food Policy" within our centre, for hygiene reasons.

### PHOTOGRAPHIC & VIDEO IMAGES

Taking photos & Video is permitted on the condition you only include the children in your care, and do not include others, even incidentally.

### PRIVACY POLICY

Our Privacy policy is available on our website

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**FLUIDQUIP AUSTRALIA**  
UV DISINFECTION • MONITORING • CONTROL

[Home](#) [About Us](#) [Contact](#) Phone: 02 4735 5054 (Sydney) | 00 61 2 4735 5054 (if calling from NZ)

UV & Ozone Technologies

Laboratory Technologies

Search

GO

COVID-19 UPDATE. YES WE ARE STILL OPEN. SOME SHIPPING DELAYS MAY OCCUR. [DETAILS](#)

## UV & Ozone Technologies

- ▶ Drinking Water
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- ▶ Pharmaceutical
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- ▶ Small Business & Farms
- ▶ Hydroponics
- ▶ Service & Spare Parts
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hanovia

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**ULTRAQUA**  
UV DISINFECTION SYSTEMS

>Bran+Luebbe

Home :: UV & Ozone Technologies :: Hanovia UV brings in the bubs at Eltham Swim School :: UV News & Case Studies

### Hanovia UV brings in the bubs at Eltham Swim School

**"Since we installed our Hanovia UV system a little over twelve months ago, we have experienced a 30% increase in registrations in our "5 and under" class. Once word got around that our pool water quality was far superior to other pools, we have seen a steady stream of new parents enrolling their kiddies." Kevin Fitzpatrick, owner and proprietor of the Eltham Swim School in Eltham Victoria.**



Kevin Fitzpatrick, owner and proprietor of the Eltham Swim School in Eltham Victoria, couldn't be happier with the difference his Hanovia UV system has made to his business. "Since we installed our Hanovia UV system a little over twelve months ago, we have experienced a 30% increase in registrations in our "5 and under" class. Once word got around that our pool water quality was far superior to other pools, we have seen a steady stream of new parents enrolling their kiddies." Kevin reports that everyone associated with his school has benefited from the new UV system supplied and installed by Fluidquip Australia. Staff and parents have passed comment on how fresh the water and air is in the pool as compared to other indoor pools. Kevin explains that that one parent recently approached him and asked "How can your pool water be so much better than other pools?" Kevin explained to the parent that his UV system largely removes the harmful chloramines (otherwise known as "combined" chlorine) that accumulate in all indoor pools. These chloramines are responsible for the awful smell and sore eyes that are often associated with indoor pools. Once the parent learned the secret of Kevin's superior pool water, she went on to tell Kevin "I'll be telling everyone I know to come to here!" That of course was music to Kevin's ears!

Prior to the introduction of the UV system, Kevin required weekly "super chlorination" and nightly "shock" chlorination just to keep pool chloramines at bay. Even after these measures, chloramine levels remained higher than Kevin wanted. Virtually as soon the Hanovia UV system was commissioned, chloramines levels dropped dramatically – well below the levels Kevin was able to achieve previously. "Super chlorination has become a matter of history for me since we installed the Hanovia UV system." Kevin has also reduced the free chlorine level in the pool because chloramines are now controlled by the UV system rather than elevated levels of free chlorine.

From a business perspective, the UV system has provided Kevin with significant opportunities. "Prior to the UV, I would close the centre for 48 hours a week to conduct super chlorination. Now I have the opportunity to open 7 days a week if I wished to." The UV and the associated chemical control system installed by Fluidquip Australia also significantly reduce his OH&S risk. This is because Kevin and his staff no longer need to manually handle pool chemicals. "Not only is our pool water now of excellent quality, it no longer requires manual intervention (in the form of chemical addition) to keep it that way." Having been in the swim school business for 29 years, Kevin is also very complementary about his relationship with Fluidquip Australia. "Fluidquip are fantastic" says Kevin. "I have been in the swim school game for a long time and I know when suppliers are being less than honest. One of the things I really like about Fluidquip is they are not like that at all – they are very honest and genuine to deal with." Kevin goes on to say "right from the start Fluidquip presented very well as a company. I was very confident they could offer me the personalized service I was looking for. They have certainly lived up to this, providing me with prompt service whenever I need it."

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## LESSON TIMES

### **TESS TOTS** (4 - 24 Months) - 30 minute classes

Classes are held Monday to Sunday in the mornings  
We schedule classes according to demand

We have now reduced the number booked into classes, as we feel this is better educationally for the children

### **PRE-SCHOOLERS** (2 years to Starting school) - 30 minutes

Monday to Friday 9.10 am - 12.10 pm  
Saturday 7.30 am - 12 noon  
Sunday 8.30 am - 12 noon

### **SCHOOL AGE LEARN TO SWIM** -30 Minute Classes

Monday, Tuesday & Thursday 3.30 pm - 6.30 pm  
Wednesday & Friday 3.30 pm - 6 pm  
Saturday 7.30 am - 12 noon  
Sunday 8.30 am - 12 noon

### **PRESQUADS** (60 mins)

Monday & Thursday 5.30 - 6.30 pm  
Wednesday 6 - 7 pm  
Friday 4 -5 pm, 5-6pm, 6-7pm  
Saturday 7.30 - 8.30 am

### **SQUADS** (60 minute)

Monday, Tuesday & Thursday 6.30 - 7.30 pm  
Wednesday 7 - 8 pm  
Friday 4 -5 pm, 5-6pm,  
Saturday 7.30 - 8.30 am

**Our very popular Friday Night Races will return in 2021**

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## ABSENCES & MAKEUP LESSONS

We offer a very generous **MAKE-UP** lesson system, however conditions apply.

**The Critical Condition is that we must be notified by the Cut - Off times** (See below)

Students who are unable to attend lessons can organise unlimited make-up lessons. Make-up lessons can only be provided if spaces are available. Clients are expected to accept lessons offered. Make-up lessons expire only when a swimmer discontinues their enrolment. We endeavour to satisfy all requests, but cannot guarantee make-up lessons will be available at your preferred time. We strongly advise all students attend their normal allocated lesson time, as losses will be borne by the absentee.

Our system relies on us being **ADVISED** as early as possible of your absence. This allows us to use your time for someone wanting a make-up lesson.

When you are seeking a make-up lesson, early notification by others makes organising a Make-up lesson easier for you

### **NOTIFICATION CRITERIA**

At least 2 Hours prior to your lesson time or earlier if possible:-

#### **Exceptions**

where your lesson time is :-

**before 10 am or 3.30 - 5 pm Weekdays**      **or**

**before 9 am on weekends**

### **HOW TO NOTIFY US**

- **Log in to your Customer Portal and log your absence** (see next page for directions)      **or**
- **SMS to 0400072991**      **or**
- **email to [absences@elthamswim.com.au](mailto:absences@elthamswim.com.au)**

Make-up lessons are organised by email or in person at reception

Make-up lessons can be taken at anytime you are enrolled at Eltham Swimming School. Make-up lessons can **ONLY** be taken as an extra makeup, and cannot be used as your normal lesson. Under no circumstances are fees refunded or deducted.

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## Accessing your Portal for lesson times, Absences & Certificates



HOME ABOUT US LESSONS GALLERIES PARENTS PORTAL FAQ 0400 072 991

CONTACT US

The Best Water. The Best Staff  
Find out more about Eltham Swimming School

LEARN MORE

WELCOME TO ELTHAM SWIMMING SCHOOL

Go to our WEBSITE

<http://www.elthamswim.com.au>

choose

PARENT PORTAL

Please use the email address you have  
registered with us.

It is important you recheck your time  
before attending

### Eltham Swimming School

Login

#### Family Login

Please enter your Family Identification and password to continue to the Customer Portal.

Family Identification / E-Mail Address

Password

LOGIN

Not Registered Yet?

Enter the E-mail address registered with Eltham Swimming  
School below and click 'REGISTER' to begin the registration  
process.

E-Mail Address

REGISTER

Forgotten Password?

Enter the E-mail address registered with Eltham Swimming  
School below and click 'FORGOT MY PASSWORD' to receive a  
new registration key.

E-Mail Address

FORGOT MY PASSWORD

## ACCESSING CERTIFICATES & OUR PROGRAM

Did you know you can also access certificate, our levels, as well as  
having the ability to print Certificates

To make an enquiry or enrol, email us at [enquiries@elthamswim.com.au](mailto:enquiries@elthamswim.com.au)

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# FEES

Monthly  
direct debit  
1st of each  
month

**We have a standard fee across most programs**

## How are fees charged?

We calculate your fees across the 22 weeks of lessons from the 17th January to the 29th June  
All days have the same number of lessons

### Fees

**(fees are debited on the 1st day of the month )**

### MONTHLY DIRECT DEBIT

Fees are calculated by calculating the number of lessons remaining for the calendar year, as per our published calendar, and dividing evenly over the remaining months

**1 or 2 children** @ \$22.85 per child per lesson  
**3 or more children** @ 20.00 per child per lesson

### SQUAD PROGRAM

Fees are as above but please add GST

### CLUB PROGRAM

**Training fees:**

Training fees include training up to 3 in water sessions per week, club gym program as delivered (ie either online or in person depending on circumstances, as well as coach attendance at designated meets)

**Please note:**

Extra sessions or attendance at Watermarc training supplement \$5 (incl GST) per session up to a max of \$30 per calendar month.

Fees are calculated as a annual fee (47 weeks of training)

Per swimmer \$33 per week including GST) - This equates to \$129.25 per calendar month - inc GST

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Our Certificate Program is based around our 17 Levels below.

Please see our website for expanded details

Our Program also includes the Life Saving Victoria "Swim & Survive" program. This program adds to our Level program with many other water safety skills, including their Clothed Swimming tests.

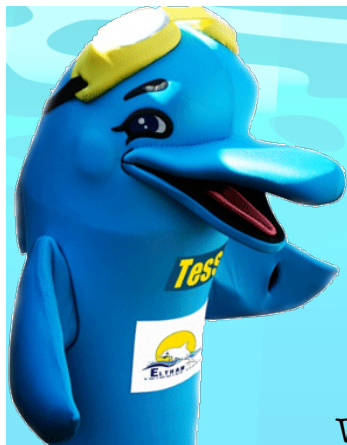
Your swimmers will receive certificates for both our 17 level program, as well as the Life Saving Victoria Swim & Survive Program

## Congratulations! You have achieved your next level



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## “Tess’ Tots” - Program for children 4-24 Months

With a commencement age of 4 months, this program forms the foundation for fast tracking a safer, independent and competent child in the water. Classes ensure that feel, respect and love for the water is developed.

Parents share in the joy of their child’s development as they are guided by our specialist infant teachers. At two years of age children are generally ready to move to a more formal program to develop skills independently without Mum or Dad in with them.

Classes are with a maximum of 4 children per class. We hold these lessons on each morning, 7 days per week.

Payment is done via a monthly direct debit, calculated at a lesson rate of \$22.85 and averaged evenly each month.

What if my child is older than 24 months?

Your child will swim in our 2 years+ program. These are a maximum of 4 students per class.





## MEMBERSHIP TERMS AND CONDITIONS



**ENROLMENTS – LESSONS & SQUADS** A signed enrolment form is to be completed, and submitted, with acknowledgement of terms and conditions. All new enrolments are completed by either submitting an Enrolment form, and completed Ezidebit Direct Debit form, in person, or by emailing a scanned copy to [enquiries@elthamswim.com.au](mailto:enquiries@elthamswim.com.au). Places are only secured once a completed direct debit form (EziDebit) and Enrolment form has been received, within 7 days of enrolment, or at your first lesson, whichever is the earlier. We do not hold places beyond these times.

**CURRENTLY ENROLLED CLIENTS** Continuing enrolment is deemed to be acceptance of these terms & conditions

**ENROLMENTS ARE ONGOING** Eltham Swimming School bookings are an ongoing booking, and once enrolled your booking will continue until an emailed **withdrawal notification** is received, subject to our cancellation policies (detailed below). Enrolments are on a **term** basis, however we charge fees by averaged monthly Direct Debit. Re-enrolments from Term to Term, and from Year to Year are not necessary once you are enrolled. This is an automatic re-enrolment.

**NON TRANSFERABLE** Memberships and lessons are non-transferable to other people and cannot be converted to other products or services.

**REQUEST FOR LESSON CHANGES** While every effort is made to accommodate requests for change, it is dependent on the availability of vacancies and no guarantee can be given to accommodate exact requests. At year end, a **LESSON CHANGE REQUEST FORM** is required to be submitted in person or by email to [enquiries@elthamswim.com.au](mailto:enquiries@elthamswim.com.au) if you wish to change your lesson time. If wishing to retain your current lesson booking, you do not need to do anything, as this is an automatic procedure.

**FEES & PAYMENT METHODS** Lesson & Squad fees are paid by monthly Direct Debit (using Ezidebit), however bookings are for Terms listed below.

**BOOKING LENGTH** Bookings are for a **MINIMUM** of a full term (4 Terms per calendar year). Cancellations are only available at the end of each term, which conclude on the following dates. Students with Medical Certificates are excluded from these booking dates. Cancellation of upcoming terms is required two (2) weeks prior to the commencement of the upcoming term. Our terms have set conclusion dates.

**Term 1** Good Friday (Easter) **Term 2** 30<sup>th</sup> June **Term 3** 30<sup>th</sup> September **Term 4** 20<sup>th</sup> December

**ANNUAL CALENDAR** An annual calendar is produced, and on display at the swimming school. Dates are posted on our website ([www.elthamswim.com.au](http://www.elthamswim.com.au)). It is the client's responsibility to make themselves familiar with dates.

**MISSED LESSONS** Compensation for missed lessons or make up lessons is not available (other than as Make – up Lessons) as a child's spot in a class is reserved solely for her / him during the term regardless of attendance.

**MAKE-UP LESSONS** Students who are unable to attend lessons can organise unlimited make-up lessons. Make up lessons can only be provided if spaces are available. Clients are expected to accept lessons offered. Make-up lessons expire **only** when a swimmer discontinues their enrolment. We endeavour to cater to the needs of make ups, but as there can be no guarantee of spots becoming available for everyone, we strongly advise all students to attend all their allocated classes as losses will be borne solely by the absentee.

In addition, the following conditions apply:

The Eltham Swimming School office must be notified of non-attendance by either

\*SMS 0467 055 975 email [absences@elthamswim.com.au](mailto:absences@elthamswim.com.au) Parents Portal [www.elthamswim.com.au](http://www.elthamswim.com.au)

### NOTIFICATION DEADLINES

**Morning classes:** notification must be received by 8:30am

**Afternoon classes:** Classes up to 5pm notification must be received by 3:30pm, classes from 5 pm onwards, notification must be received by 4 pm

**FEES (& DIRECT DEBIT)** You agree to have funds available in your nominated account on our scheduled debit date. If the bank rejects a transaction, your Direct Debit will be reset 3 days later. If your lesson occurs before the reset date, a payment must be made to reception prior to attending your lesson. **Failed payments remain due and payable as per your contract.** Ezidebit and your financial institute will charge a fee for failed debits. Any costs incurred by Eltham Swimming School in the processing of your fees will be passed on to you. Eltham Swimming School will charge a \$25.00 administration fee to each failed debit once 3 or more Direct Debit payments fail within a Calendar Year.

**DISCOUNTS** A discount is applied on fees if 3 or more siblings attend lessons. This does not apply to squads of 1 hour or more in duration.

**TEACHERS AND TIME CHANGES** We endeavour to provide you with consistency for your booking. In unusual situations, it may be necessary to cancel, or change classes or alter instructors. We will strive to maintain consistency, however this is not always possible.

### CANCELLATIONS

This contract of membership can be voided if written notification is provided.

\*2 weeks prior to the end of each term (Good Friday, 30<sup>th</sup> June, 30<sup>th</sup> September & 20<sup>th</sup> December) for the subsequent term.

\*By the 20<sup>th</sup> December each year, for the following year.

\*Immediately on presentation of a Medical Certificate. Lesson bookings are not reserved.

\*New Students who have enrolled for the first time, can cancel at anytime in the first 4 weeks of their enrolment. Debits will be adjusted to reflect lessons booked.

\*All terms and conditions of membership are binding once the Eltham Swimming School term commences.

### CRITICAL POLICIES

Each family is required to obey all safety signage and published policies of Eltham Swimming School. Please ensure you have read & understand policies, which include (but are not limited to)

\*Make up Lessons

\*Children in the water restrictions before & after lessons

\*Swimming Attire (especially students who are not fully toilet trained who must wear correct aqua nappies.

\*Dangerous articles:- Glass and other materials, which may be dangerous, are not allowed in the centre.

\*No-Food policy

\*Photographic & Video Images.

\*Parental Supervision

\*Privacy Statement

Please request a copy of any policies of which you are unaware.

**TERMINATION OF SWIMMING LESSONS** Eltham Swimming School reserves the right to terminate bookings should any student / parent:-

\*Display inappropriate behaviour which causes harm or discomfort to others.

\*Commits an act of vandalism that causes significant damage

\*Uses offensive or abusive language and/or attitude to swim school staff or other customers.

ELTHAM SWIMMING SCHOOL  
0400072991  
[enquiries@elthamswim.com.au](mailto:enquiries@elthamswim.com.au)  
[www.elthamswim.com.au](http://www.elthamswim.com.au)