

ENROLMENTPACKAGE 2024

LOOKING FORWARD TO AN AMAZING YEAR IN 2024 AND GETTING ALL YOUR SWIMMERS WATER SAFE

For 2024, we will be commencing lessons from THURSDAY 18th January

Our Calendar is included in this Document

How does you booking work?

Welcome to Eltham Swimming School

NEEDING TO CHANGE TIMES?

In this package, you will find all the information needed

Please read our various policies (including Make-up lessons). Our operating calendar is enclosed. Green is open, and red is closed.

Fees are explained for you as well

CONTENTS

- 2024 BOOKINGS
- SIMPLE STEPS TO ENROL

Calendar

INTENSIVE HOLIDAY PROGRAMS JANUARY



To make an enquiry or enrol, email us at enquiries@elthamswim.com.au

Eltham Swimming School | 1441 Main Road, Eltham 3095 | elthamswim.com.au



SIMPLE STEPS TO ENROL (2024)

Please complete an enrolment form.

Our terms and conditions are included

You will be allocated a lesson time. Please register for our PARENT PORTAL (details enclosed) as this is where you can see your lesson time, advise of absences & receive and view Certificates

All relevant 2024 information will be available on our Enrolment page

https://www.elthamswim.com.au/enrolment-2/

KEEPING UP WITH NEWS & HAPPENINGS

We highly recommend all customers join our FACEBOOK page & our Instagram 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

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

Double check !!

YOU MUST check your time JUST before recommencing

PLEASE DO NOT take notice of the notation such as ELTHAMSWIM 2 etc (not relevant)

All queries to enquiries@elthamswim.com.au



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. <u>UV protection in sunscreen etc!!</u>. 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_iFrPDs



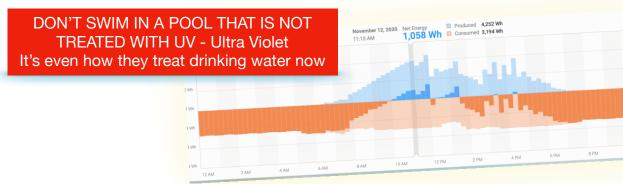


The other Alternative to UV (Ultra Violet Light) is Ozone treatment. Ozone treatment is as effective as UV.

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



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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 carefully check drink containers

NO FOOD POLICY

We have a "No Food Policy" within our centre, for hygiene and allergy 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







Home About Us Contact Phone: 02 4735 5054 (Sydney) I 00 61 2 4735 5054 (if calling from NZ)

UV & Ozone Technologies

Laboratory Technologies

GO

COVID-19 UPDATE. YES WE ARE STILL OPEN. SOME SHIPPING DELAYS MAY OCCUR. DETAILS

UV & Ozone Technologies

- Drinking Water
- Wastewater & Reuse
- Food & Beverage
- Commercial Swimming Pools

- ► Corrosive Environments
- ► Small Business & Farms
- Service & Spare Parts
- ► UV News & Case Studies
- ► Education & Training
- ► Products





ULTRAQUA

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Home :: UV & Ozone Technologies :: Hanovia UV brings in the outs, t Elthon, Swim School :: UV News & Case Suk

Hanovia UV brings in the bubs at Eltham Swift and a

"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."



LESSON TIMES

TESS TOTS (4 - 24 Months) - 30 minute classes - Average 5 per class

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 minute classes

Monday to Friday (some classes 4.30 onwards)

9.10 am - 12.10 pm

Saturday

Sunday

8.30 am - 11.30 am

SCHOOL AGE LEARN TO SWIM -

30 Minute Classes

 Monday, Tuesday, Wednesday & Thursday
 3.30 pm - 6.30 pm

 Friday
 4.00 pm - 6 pm

 Saturday
 7.30 am - 12.10 pm

 Sunday
 8.30 am - 11.30 am

PRESQUADS 60 minute classes

Monday, Tuesday, Wednesday & Thursday
Friday
Saturday

5.30 - 6. 30 pm
4 -5 pm, 5-6pm
7.30 - 8.30 am

SQUADS 60 minute classes

Monday, Tuesday, Wednesday & Thursday
6.30 - 7. 30 pm
Friday
4 -5 pm,
Saturday
7.30 - 8.30 am

Our very popular Friday Night Races will return in 2024



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 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 <u>ADVISED</u> 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 1 Hour 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 0400 072 991 or
- email to absences@elthamswim.com.au

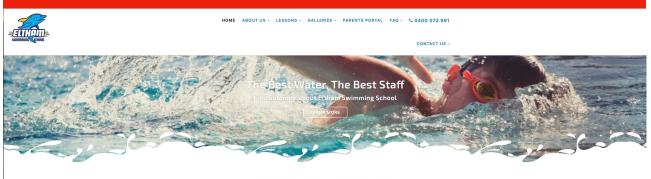
Make-up lessons are organised by email or in person at reception

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.



Accessing your Portal for

lesson times, Absences & Certificates



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

Family Login Please enter your Family Identification and password to continue to the Customer Portal. Family Identification / E-Mail Address Family Identification / E-Mail Address | Code | Code

ACCESSING CERTIFICATES & OUR PROGRAM

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



We have a standard fee across most programs

How are fees charged?

We calculate your fees for the number of lessons for which you are enrolled for 2024.

Our Fees are calculated depending upon when you start

If starting from the commencement of our operating year

Deposit \$50 per child upon enrolling

Balance is averaged over 11 months February to December

1 or 2 swimmers \$93.58 per swimmer per month (commencing 1 Feb 24.)

3 or more swimmers \$81.36 per swimmer per month (commencing 1 Feb 24.)

Note these fees are after deducting your deposit of \$50 per child

For swimmers commencing after the program has started, we will quote you your fee, as the above calculations do not apply.

The above fees are calculated as if you are attending ongoing. Should you cancel, please see our cancellation policy, and fees are then calculated for the number of lessons booked

SQUAD PROGRAM

Fees are as above but please add GST

SWIMMING CLUB PROGRAM - PLEASE ENQUIRE



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



To make an enquiry or enrol, email us at **enquiries@elthamswim.com.au**

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Eltham Swimming School 2024 January February March **April** May June July August September October November December 1 Mo 1 Th 1 Fr Мо 1 We Sa Мо 1 | Th 1 Su Tu 1 1 Su Fr 2 Fr 2 2 Th 2 Mo 2 2 Sa Tu We 2 Mo 2 Tu Su Sa Tu 3 Sa 3 Fr 3 Sa 3 Tu 3 3 3 Su We 3 We Mo We Th Su 3 Tu 4 Su 4 We 4 Sa 4 Su 4 4 4 Mo Th Tu Fr Мо 4 We Th 5 Mo 5 Mo 5 Th 5 5 5 Tu Fr 5 Su Sa Tu 5 Th 5 Fr We Fr 6 Tu 7 We 6 We 6 Fr 6 6 We 6 Tu 6 Mo 6 Sa Su 6 Fr 6 Sa Th Sa 7 We 7 Sa 7 7 Su 7 Th Su 7 Tu Fr Su Мо Th 7 Sa 8 Th 8 Th 8 Su 8 8 Fr 8 We 8 8 Mo Мо 8 Sa Tu Fr 8 Su Mo 9 Fr 9 Fr 9 Mo 9 9 Sa 9 Th 9 9 Mo 9 Tu Tu Su Tu We Sa 10 Sa King's Birthday 10 Tu 10 10 Su 10 Su 10 Fr 10 Sa 10 We 10 We Мо We Th 10 Tu 11 Su 11 Su 11 We 11 11 FAST 11 Mo 11 Sa 11 Th abour 11 Th Th Fr Mo 11 We 12 Mo 12 Th 12 Sa 12 Mo 12 Su 12 12 Fr 12 Tu Fr 12 We 12 Fr Tu 12 Th 13 Fr 13 13 Tu 13 We 13 Tu 13 We 13 Mo 13 Fr 13 Sa 13 Sa Th 13 Sa Su 14 We 14 Th 14 Sa 14 14 Th 14 Su 14 Su 14 Tu Fr 14 Su 14 We Мо 14 Sa 15 Th 15 Fr 15 Th 15 15 Mo 15 We 15 Su 15 15 Mo 15 Sa 15 Mo Tu Fr 15 Su 16 We 16 Fr 16 Sa 16 Th 16 16 Fr 16 Mo 16 Sa 16 Mo 16 Tu 16 Tu Su Tu 17 Tu 17 17 Sa 17 Su 17 Fr 17 17 Sa 17 17 We TRACK 17 We Мо We Th Su 17 Tu 18 18 Su 18 We 18 Mo 18 Su 18 Mo 18 Sa 18 18 Th Th Tu Th Fr 18 We 19 Sa 19 Tu 19 Tu 19 Su 19 19 Mo 19 Th 19 Fr 19 Mo Fr 19 We Fr 19 Th 19 20 20 Fr 20 20 Tu 20 We 20 Sa 20 Mo 20 20 Sa 20 Tu Su We 20 Fr 20 Sa Th 21 21 Th 21 Sa 21 21 We 21 21 21 We 21 Sa 21 Su 21 Su 21 Tu Fr Su Мо Th 22 Th 22 Th 22 Su 22 22 22 Fr 22 We 22 22 22 Su 22 Mo Мо Sa Мо Tu Fr 23 Fr 23 23 23 Fr 23 23 23 Mo 23 Sa Su Tu We 23 Mo 23 Tu Tu Th Sa 24 25 24 Tu 24 24 Sa 24 Su 24 24 Fr 24 Sa 24 Tu 24 We We Мо We Th Su 25 Su 25 Th ANZAC Day 25 Sa 25 25 Su 25 We 25 25 Mo 25 Th Мо 25 We Tu Fr 26 26 Mo 26 26 Mo 26 Th 26 26 Fr 26 Tu 26 Fr 26 Su 26 We Fr Sa Tu 26 Th 27 27 Tu 27 Fr 27 27 27 Tu 27 We 27 Mo 27 Sa Su 27 Fr 27 Sa Sa Th We 28 Th 28 28 28 We 28 Sa 28 28 28 Sa 28 Su 28 We 28 Su 28 Tu Fr Su Mo Th 29 30 29 Th Good Friday 29 Th 29 29 Fr 29 29 29 Su 29 Mo Мо 29 We Sa Мо Tu Fr 29 Su Easter Saturday 30 30 Fr 30 Mo 30 Sa 30 Su 30 Sa 30 Tu 30 Th We 30 Mo 30 Tu Tu 31 Su 31 31 Sa Th 31 Tu 31 We



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 an average of 5 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 as per fees page (averaged evenly each month).

What if my child is older than 24 months? Your child will swim in our 2 years+ program. These are an average of 5 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@elthanswim.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 Eitham 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 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

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 30th June Term 3 30th September Term 4 18th December

ANNUAL CALENDAR An annual calendar is produced, and on display at the swimming school. Dates are posted on our website (www.eilthamswim.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.

Missed Lessons due to Government imposed Lockdowns. The first 2 missed lessons of each and every Government imposed lockdowns will be credited as Make -

Up lessons with fees cancelled for lessons in excess of the first 2 lessons of each and every lockdown

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

Parents Portal www.elthamswim.com.au •SMS 0400 072 991 email absences@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 Eitham Swimming School in the processing of your fees will be passed on to you. Eitham 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, 30th June, 30th September & 18th December) for the subsequent term.
- -By the 18th 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 ssons booked.
- •All terms and conditions of membership are binding once the Eltham Swimming School term commences.

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

 *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



30 minute lessons Cost: \$90 per swimmer

FAMILY LAST NAME:
PARENT NAME/S:
MOBILE NUMBER:
EMAIL:

5 Day Program (Morning sessions only)

Thursday, 11th January Friday, 12th January Monday, 15th January Tuesday, 16th January Wednesday, 17th January

Swimmer Name	Date of Birth	Preferred Time 1 8:30-9:30am 2 9:30-10:30am 3 10:30am +	Current swimmer at ESS?	New swimmer? Your level? Please check See url below
	1 1		ΥN	
	/ /		ΥN	
	1 1		ΥN	
	1 1		ΥN	



If you currently attend Eltham Swimming School, we have your Level. For new swimmers, please check our Levels at https://www.elthamswim.com.au/swimming-lessons/assessment-levels

To enrol or make an enquiry, scan the QR Code or email us at enquiries@elthamswim.com.au

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