



UNITED
SWIMMING



LEARN TO SWIM PROGRAM INFORMATION

General Information:

- Open 7 days a week
- Regular lessons operate year-round (continuous program)
- Indoor heated swimming pools
- Regular assessments and feedback
- Happy and efficient learning experience
- United Swimming Supervisors to ensure progress
- Premier Club of NSW 2015, 2016, 2017, 2018, 2019, 2021, 2022, 2023 (NSW State Age Championships)

Program Description:

Our learn-to-swim program has 4 ability-based levels for children over 3 years old. This program accommodates children who are new to swimming lessons (Level 1 - beginners) to those who are ready to develop correct strokes in all 4 strokes (Level 4 - advanced). After completing all 4 levels of our learn-to-swim program, children will be proficient in all 4 strokes, competitive dives and turns, and they will have a basic understanding of race techniques and rules. All new students are assessed at our Centres on their arrival by our supervisors and instructors to determine which class best suits their abilities.

Guaranteed Place:

Once you have a place in the program, your day and time remains yours until your child progresses to the next level or you wish to change your lessons.

Learn to Swim Lesson Duration:

All our learn to swim lessons (including Holiday Intensive Program) run for **45 minutes** in duration.

Assessments:

Assessments for current students are ongoing, with each level being assessed once every school term (Assessment Week). If you are unsure about a student's progress, please speak to the Centre Manager or Supervisor in Charge.

Once a student has been assessed and passed, they are able to progress to the next level in the program.

Important: If there has been a lapse of enrolment for longer than three months a student needs to be reassessed before re-enrolment.

Enrolment Procedure :

If you are new to our learn to swim program and are looking to enrol, please sign up through our online Member's Portal:

United Swimming Member's Portal: <https://united-swimming.accounts.ud.io>

Follow the instructions to sign up and create profiles for those who want to enrol.

Once completed, you can book into an assessment or regular lessons, but we highly recommend you booking an assessment prior to enrolment to ensure that the student is enrolled into the correct level.

This will allow you to arrive at your United Swimming Centre for a member of staff to test new students to place them in levels appropriate to their ability. If you have any issues signing up or would like further assistance, please call our management team or email: info@unitedswimming.com.

Fees:

All lessons at United Swimming for learn to swim program are charged monthly on a direct debit system.

Please refer to our Learn to Swim and Squad Fees Schedule for more detailed information on fees and discount structure.

- **Family discounts:** If you have more than one child enrolling into the same United Swimming program and facility, the second child will receive a discount of 10% and the third child will receive a discount of 20%.
- **Multi-lesson discounts:** If your child attends multiple lessons each week at the same United Swimming facility, the second lesson will receive a 10% discount and the third is discounted 20%.

PLEASE NOTE:

- Family discount is only applicable for direct family members, enrolled in the same program and facility (not including Squad program).

Private Lessons:

We also provide private lessons across all levels of learn to swim program for children aged 3 years and over, as well as adults who are looking to improve their swimming in a one-on-one environment.

Private lessons are not available to students enrolled in the squad program.

Holiday Intensive Program:

While school holidays are a time for relaxation, exploration, and enjoyment, they may also be a great chance to assist your child improve their swimming skills. Swimming is not only a life-saving skill but also a great way for them to keep active and gain confidence in the water. School Holiday Intensive Program is the ideal summertime activity for your children.

We run our holiday intensive programs 4 times a year (January Summer Holidays, Term 1 Holidays, Term 2 Holidays and Term 3 Holidays).

The School Holiday Intensive Program produces significant results, regardless of the child's previous swimming abilities.

Makeup lessons:

Regular attendance to classes is always recommended, however there may be occasions where this is not possible. Where a student is unable to attend their regular class, parents may mark their child's absence via the United Swimming online member's portal.

United Swimming Member's Portal: <https://united-swimming.accounts.ud.io>

There are some important terms and conditions, but the key things to remember are:

1. For all United Swimming facilities, makeup bookings are only available via the online Member's Portal which you can access via our website.
2. You must mark your child absent on the online Member's Portal at least 4 hours prior to their scheduled class. This also helps others by making a spot available for someone wanting to book a makeup lesson.
3. If you mark your child absent on the Online Member's Portal more than 4 hours before your class, a make up voucher will be available on your member's portal.
4. Makeup lessons are subject to availability, can be booked a maximum of 7 days in advance and expire 8 weeks after being issued.
5. When booking a makeup lesson, please ensure that the time is suitable.
6. Makeup lessons are limited to 10 times per student per calendar year (January to December), to encourage consistency and a commitment to steady progression in the program and this includes absences for personal reason, family holidays and sicknesses.
7. Makeup lessons cannot be cancelled or changed.
8. Makeup lessons are non-transferrable.
9. You must be actively enrolled to book for makeup lessons. Once an enrolment has been cancelled, all remaining makeup lessons become void.
10. No credit or refund can be issued in lieu of makeups.
11. Makeup lessons are not available for students enrolled in Private Lessons, Squad Form Correction Lessons and Squad Program (Performance Pathway).

Additional Makeup Lesson Vouchers for Medical Reasons:

Once all 10 available makeup lesson vouchers have been used for a calendar year, our management may consider issuing additional makeup lesson vouchers for students with medical conditions upon application submitted with a valid medical certificate. Please submit your applications via email: info@unitedswimming.com.

Cancellation:

Cancellations from the learn to swim and squad swimming programs must be submitted in writing using the United Swimming enrolment cancellation request form, a minimum of 28 days before the commencement of the next scheduled direct debit period. If this is left later, you will be charged for the following month and the last enrolment date will be calculated accordingly.

All outstanding account balances must be finalised prior to the cancellation being processed. All make up lesson vouchers and credits become void upon cancellation of enrolment. All cancellations will be processed at the end of the payment cycle. Credits or refunds are not provided for early cancellations.