

# FAQ

## FREQUENTLY ASKED QUESTIONS

### When will lessons recommence?

Lessons will recommence Week 1 of Term 3, 2020.

### What practices have you put in place for COVID19?

We will be using minimal equipment that will be sanitised between classes by our Swim School Attendant. You will notice that throughout the Centre we have cleaning stations and hand sanitiser for your use. Seating is at a minimum and spaced to 1.5 metres.

### Can we swim before and after our lesson?

Not at this initial stage. Following government recommendations lessons will be strictly **'get in, learn, get out'**. The toddler pool is currently closed until further notice.

### What happens with my makeups/credits?

All makeup lessons and credits from Term 1, 2020 have been extended until the end of the year. If makeups and credits cannot be utilised during this time they may be utilised in our January 2021 Intensive Swim Program or 'cash in' to a family swim pass for the January holiday period.

### If paying in full, when is my payment due?

Full payment less any credits you may have is required at the time of booking your swim lessons.

### When will my direct debit commence?

Direct debit payments will recommence from your first class. Direct debit members please note that fortnightly debits are paid in advance. When re-activating your direct debit membership there may be a pro-rata payment required on your first debit. If your membership commencement occurs after your periodic billing date, the next billing amount will be increased to provide for this overdue amount. This is automatically undertaken by our debit partner Debitsuccess who will issue you with an 'OVERDUE NOTICE' to alert you of the additional amount required in your next debit payment. If you receive this notification from Debitsuccess - NO action is required.

### If our package includes swimming, when can we utilise this?

You are welcome to book into a pool session which is run on the hour each hour after your fortnightly payments have been reactivated. This can be done by contacting our main reception—6142 2944.

### What can parents do to help?

It would be appreciated if you could arrive as close to your lesson time as possible and be dressed in swimwear ready to go.

### How many people can come and watch swimming lessons?

We ask that one person attend with children to lessons to assist with 1.5m social distancing.

### When will the Swim School Office open?

Due to having all staff in the water, the office will have minimal opening hours to begin with. We ask for your patience at this time. All enquires can be sent to [customerservice@activelc.com.au](mailto:customerservice@activelc.com.au)