

Swim School Fun Facts



Membership fees	We do not charge any membership or joining fees
Carpark	All customers are required to use the Swim School carpark located by the river. Please ask if unsure.
Direct Debit	Can be stopped anytime & you are only charged for the weeks we are open. DDs are paid fortnightly in advance & secure your booking for the following term. If a automated debit transaction is rejected, a \$8 fee is added to the outstanding amount. (* This is a fee from the Bank to PLSS) If you stop, you need to "swim out" the remaining 1-2 lessons that you've paid in advance.
Make-up Lesson	Is a replacement class offered for a missed paid lesson. Makeup lessons can be booked whilst enrolled. You can book & use a makeup before or after you have missed a class. You will not receive a makeup for missing a makeup class. Makeup classes are booked at the pool with the supervisor. Makeup classes are not transferable. Makeup classes are booked from January to December and used before the December closure, then everyone's makeups rest to zero.
Missed Lessons	If there is an absence of 4 consecutive weeks missed without recorded reason, PLSS will attempt to contact you to confirm your booking. If this contact is not made your booking may be cancelled. A missed paid lesson may provide you a makeup lesson (Jan - Dec)
Term payments	Is the Prepayment of the upcoming Term prior to the term starting(usually 10 or 11 lessons) Refunds are available for remaining lessons in credit.
Viewing Lessons	In the interest of comfort & safety we request you change off pool deck . Please find a seat & remain seated during the lesson to avoid congestion. To assist in providing seating for all, we ask you place items in a storage bucket under your seat. Your assistance in this, is much appreciated. *If extended family or friends are present to watch, please understand we have limited seating and for safety, standing is not permitted.
Holiday Program	Is additional to weekly lessons & held during closure periods. You can redeem makeup lessons in this program and pay the difference if required.
Cancellation	Bookings can be cancelled (stopped) at any time * direct debit customers are not refunded - but asked to swim any remaining lessons in the fortnight cycle. Pay by Term customers can be refunded lessons that are in credit at the time of the cancellation.
Photography	Taking photographs of your child is permitted. Please ensure it is solely of your child.
Closure Dates	For a copy of all closure dates please see our website or ask at the pool.
Marina Grounds	Our amazing facility is surrounded by potential hazards for young children, from carparks to boats to floating pontoons. We require all children to be supervised at all times.