



# WANNEROO AQUAMOTION

## Re-enrolling Your Swimmer

Thank you for enrolling with us at Wanneroo Aquamotion. We would love to see you back in our pool term after term, but due to the high demand for classes at our centre the reenrolment process can be quite challenging. Please read the below information which will clearly explain the process for you.

Reenrolments commence the Monday of week 8 of term. The first week of reenrolments (week 8) is for same day enrolments only. The same day reenrolment process is as follows:

Same day, time and class can be enrolled in to at the conclusion of the lesson. This is for those who have no change to their enrolment at all. We accept lodgements for change of time and/or level but cannot process and confirm these until after 1pm for morning session classes and 6pm for afternoon sessions that day.

At 1pm/6pm we process all change of time and/or level requests in the order received. We will only call you if there is a problem with your enrolment.

On the Sunday prior to week 9 commencing we open up for new enrolments. As of 9am you can come to the centre to reenrol for a change of day, or after 1pm you can call the centre to do so over the phone. We do not accept early lodgements for change of day enrolments.

Throughout week 9 we continue to take reenrolments and conduct reassessments.

In week 10 we process early lodgements for sibling enrolments, returning enrolments, new enrolments and then officially open for new enrolments on the Tuesday.

If you are absent in week 8 you can reenrol over the phone on the day of or prior to your class into the same class you are currently enrolled in. If you are absent and want to change times you can do so over the phone and place a lodgement also.

We do not accept early enrolments as we do not create the new timetable until the conclusion of week 7. This is because our instructors provide an initial assessment of their classes during week 7 so that we can gauge the class requirements for the following term and as a result some classes are subject to change.

Please note that we do not hold any positions in the class so if you are absent in week 8, we strongly suggest enrolling via phone as we cannot guarantee the availability of that class a week later.

Full payment is required at the time of enrolment. When placing a lodgement you can submit credit card information to accompany your enrolment. We will only process a payment once we have booked your swimmer in to a preferred class.

Thank you for your understanding and compliance with this process.