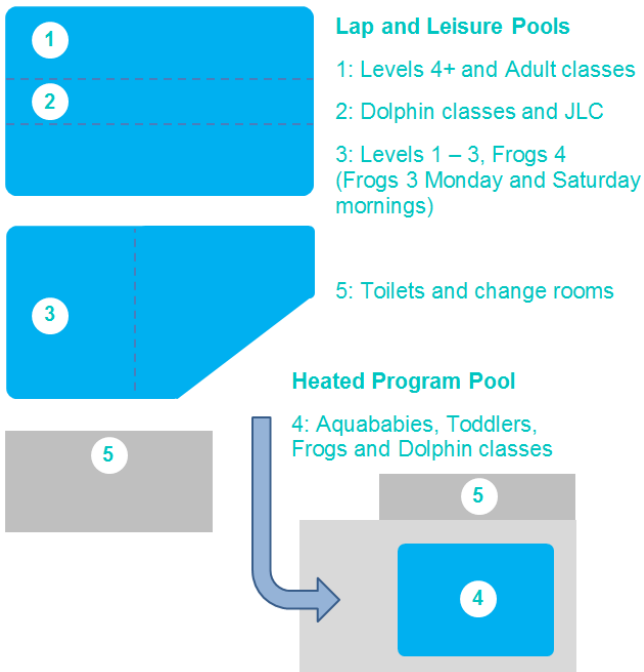


## What to do in week 1

IF YOU HAVEN'T COLLECTED YOUR SWIPE CARD ALREADY, PLEASE SEE CUSTOMER SERVICE

- 1** Check the TV screen: Class instructors and teacher changes are displayed here
- 2** Scan your entry cards: (Even if your class is in the Heated Program Pool)
- 3** Introduce your child (and yourself) to your instructor at the start of the lesson

## Where is my class?



### DO I NEED TO STAY FOR THE LESSON?

Yes. Children under 10 years of age require an adult in the centre at all times. (Unsupervised children will be removed from the pool until a parent/guardian returns)

If you are participating in our Aquababies or Toddler classes, your other children cannot be left unsupervised around the pool. Our crèche is available weekdays until 12 noon.

### WHAT IF I MISS A LESSON?

If your child is absent from a lesson, you can collect a family pass from Customer Service so that you may have a practise swim or play at a convenient time.

Wanneroo Aquamotion does not provide credits or make-up lessons to avoid disruptions to other classes and swimmers..

### REENROLMENTS

Reenrolment forms are available from week 8 of each 10 week term.

### CANCELLATIONS AND REFUNDS

If you need to cancel your lessons, please complete the Cancellation Request Form on our webpage: [Click here](#)

Cancelled enrolments are credited to your family account for future use within the centre. Cheque refunds are only available where you are forced to cancel due to medical or extenuating circumstances and incur a 20% fee.

(Cancellations and refunds are from the date a completed request is received, not backdated)

### HOW IS MY CHILD ASSESSED?

- 1** Your instructor plans and delivers each lesson around the detailed must-see criteria of the Royal Life Saving Society's Swim and Survive curriculum.
- 2** In order to be deemed "competent" and to ensure a skill is "learned", your swimmer must meet and display the must-see criteria 3 times and be able to repeat the skill when requested.
- 3** Once your instructor has deemed a skill as "competent" twice, they will request a coordinator assess your swimmer. This assessment provides a second and independent opinion that either deems the skill as being "learned" or provides further feedback on how to progress. If deemed "competent" then you will receive a progress update via email.
- 4** Once all skills are achieved, your swimmer will progress to the next level at re-enrolment.

### WHAT SHOULD MY SWIMMER WEAR?

Bathers are required at all times and goggles are advised.

Aquababies require a tight-fitting swim nappy under their swimwear.

For culturally appropriate options, [Click here](#)

### WANT AN EXTRA \$30?

Refer a friend and when they enrol with a completed referral slip, you BOTH get \$30 to use within the centre! Referral slips are available from Customer Service.