



## 2022 MLC School Aquatic Centre FAQs

### **Is there a minimum booking period?**

No. Learn to Swim and Squad enrolments do not have a minimum booking period. Please refer to the Cancellation Terms and Conditions on the MLC School website [mlcsyd.nsw.edu.au/student-life-learning/mlc-school-aquatic-centre](https://mlcsyd.nsw.edu.au/student-life-learning/mlc-school-aquatic-centre) for more information.

### **How do I cancel my direct debit?**

Please complete an online cancellation form via the “Cancellation” tab on the aquatic centre website. This needs to be completed **at least two days** before the start of the new month as the direct debit runs on the first of each month, regardless of what day it is. Leaving this process until late in the month runs the risk of the cancellation request not being completed in time before the next charge. If you are late to cancel the direct debit, we are unable to credit or refund the classes.

### **How often is my direct debit charged?**

Learn to Swim and Squad fees are charged on a monthly basis. Your payment amount will be debited from your allocated credit card/bank account on the first of each month, paying for the month in advance.

### **Can I pay my fees in advance instead of by direct debit?**

All fees at MLC School Aquatic Centre are payable by direct debit only.

### **Do swimming lessons operate during school holidays?**

Yes. The Learn to Swim and Squad programs run on a perpetual basis throughout the year and over school holidays. We also additionally run an intensive program over the school holidays. Lessons are subject to a temporary closure period over the Christmas and New Year period.

### **I have more than one student enrolled. Will my account be debited separately for each student?**

No. Provided that both students are part of the same family on our database, the amount debited will be the total for both student’s bookings combined.

### **Are there any discounts for multiple student bookings?**

Families with students enrolled at MLC School receive a discount of 25% on all Learn to Swim and swimming squad activities. An additional discount for the third child is 15%, with a fourth or subsequent child being 20%.

Second individual bookings receive a 50% discount and three or more classes per week receive a discount of 30% on these classes.

### **Do I get charged for public holidays?**

Customers are **not** charged for public holidays. When a public holiday occurs within a direct debit period, the amount debited is pro-rated and may vary slightly (less) than the standard direct debit amount.

### **Is there a transaction fee charged for direct debits?**

MLC School Aquatic Centre does **not** charge fees for automatic direct debit transactions.



### **Does the MLC School Aquatic Centre accept Service NSW vouchers?**

Yes. MLC School Aquatic Centre accepts both Active Kids and First Lap vouchers for swimming. To redeem your Active Kids and First Lap vouchers, please send the voucher details to [swim@mlcsyd.nsw.edu.au](mailto:swim@mlcsyd.nsw.edu.au). Once processed your voucher will be applied towards your future direct debit payments.

### **Do you provide makeup lessons for missed classes?**

Yes. Customers who register for our online parent portal have access to cancelling class attendances and booking makeup lessons online. Each student is allocated TWELVE (12) make up lessons for a calendar year to use. For more information, please refer to our Make-Up Lessons section in the Aquatic Centre Terms and Conditions.

### **Do you provide credits or refunds for missed classes?**

No. We do not offer credits or refunds for missed classes. Makeup lessons are provided, given the cancellation occurs before the class commences.

### **Am I required to supervise my child's lessons?**

MLC School Aquatic Centre operates under Royal Life Saving Keep Watch guidelines. Children under 10 years of age must always be supervised by a responsible person aged 16 years or over.

### **Who do I speak to in relation to my child's progression?**

Our Instructor in Charge (IC) staff are available on deck during Learn to Swim hours to conduct assessments and assist with supervision of our program. Should you have any questions relating to your child's development and progression, please feel free to speak to one of our friendly ICs. Additionally, please refer to the progress section on the UDIO Parent Portal <https://mlc-sydney.accounts.ud.io/login> for more information on skills achieved.

### **Should my child swim more than once a week?**

Yes. An extra lesson each week accelerates learning and our experience is that children who swim more frequently progress faster through each level. During the school holidays we offer our intensive swim program. Check with Aquatic Centre reception about booking a second swimming lesson or to find out more about the holiday intensive swim lessons.

### **Should I continue lessons during the Winter season?**

Attending swimming lessons year-round should be a top priority for parents/carers. Studies have found that having a long break in lessons may result in a loss of the skills. Children also benefit from physical activities year-round as it establishes a routine of fitness. Our pool is maintained at a constant temperature, so even in the cooler months it is still quite comfortable in the water, considering it is still an indoor pool.

### **Is there a benefit to starting swimming classes early?**

Yes. Swimming has been shown to improve many areas of a child's physical, cognitive and motor skill development. Getting a good start can make a big difference in reinforcing swimming skills and water confidence. For our Aquababies classes, the aquatic environment provides a special opportunity to strengthen the natural parent-child bond like no other and assists in building socialisation skills early on.