



2026 MLC School Aquatic Centre FAQs

Is there a minimum booking period?

While there isn't a set minimum, fees are charged fortnightly in advance. This means you're effectively locked in for two weeks at a time. You will continue to be booked into your allocated spot on an ongoing basis, until a cancellation form is received. Please refer to the Cancellation Terms and Conditions on the MLC School website

<https://www.mlcsyd.nsw.edu.au/our-community/mlc-school-aquatic-centre/mlc-school-aquatic-centre> for more information

How do I cancel my direct debit?

To permanently cancel your classes, please complete our online cancellation form via the "Cancellation" tab on the Aquatic Centre website. Be sure to complete it at least **two days before your next billing cycle**. You can check the direct debit dates on the Aquatic Centre website or through the parent portal. Please note, classes can't be cancelled mid-fortnight, so make sure to choose a cancellation date that matches the dates provided. If a cancellation is submitted after the deadline, we won't be able to credit or refund those classes.

Can I rejoin the program without an assessment?

Any enrolment into the program is subject to availability, and you may be required to join a waitlist before returning or joining. If you re-enrol within a 3-month period of leaving the program, and there is no enrolment waitlist at the time you wish to return (or if enrolments are open), you may rejoin your previous level without an assessment. Enrolments beyond 3 months will require an assessment to determine the appropriate level.

How often is my direct debit charged?

Learn to Swim and Squad fees are billed **fortnightly on Mondays**. Your payment will be automatically debited from your nominated credit card or bank account on the scheduled direct debit date, covering the upcoming fortnight in advance. You can find a full calendar of direct debit dates on our website for easy reference.

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?

Absolutely! Our Learn to Swim and Squad programs run continuously throughout the year, including during school holidays. Plus, we offer a fun and fast-paced intensive program over the school holidays for those looking to make extra progress. Please note, lessons take a short break 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?

Students enrolled at MLC School or staff members of MLC School receive a discount of 25% on all group Learn to Swim and Squad activities. A 15% discount is available for the third child within the same family, with a fourth or subsequent child receiving a 20% discount. Second individual bookings receive a 50% discount and three or more classes per week receive a discount of 30% on these classes. Please note, discounts do not apply to students enrolled in a private class.

Do I get charged for public holidays?

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

MLC SCHOOL AQUATIC CENTRE

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[mlcsyd.nsw.edu.au](https://www.mlcsyd.nsw.edu.au)



Is there a transaction fee charged for direct debits?

MLC School Aquatic Centre does **not** charge fees for automatic direct debit transactions. We also unfortunately do not accept AMEX or any Club Cards for any payments.

Does the MLC School Aquatic Centre accept Service NSW vouchers?

Yes! MLC School Aquatic Centre accepts Active and Creative Kids vouchers for swimming. To redeem your Active and Creative Kids vouchers, please send the voucher details to swim@mlcsyd.nsw.edu.au. Once processed, your voucher will be applied towards your future direct debit payments.

Do you provide makeup lessons or credits for missed classes?

No, we do not provide makeup vouchers or credits for missed classes. We do, however, provide makeup vouchers for classes that are cancelled prior to their start time. Through our online parent portal, customers have access to cancelling class attendance and booking makeup lessons online. Each student is allocated TWELVE (12) make up lessons per calendar year, with a set expiry date for 31st December. For more information, please refer to our Make-Up Lessons section in the Aquatic Centre Terms and Conditions.

Will I be reimbursed if a contamination occurs during my lesson?

In line with NSW Health guidelines, in the rare event of a pool contamination, the pool will need to close and classes may be cancelled. If a contamination occurs during your class, credits or vouchers will be allocated when less than half the class has taken place. If most of the session has already been completed, we're unfortunately unable to issue a credit or voucher. Rest assured, if your class is affected by a closure, we'll notify you as soon as possible via text and email, and any applicable credits or vouchers will be added to your account.

Am I required to supervise my child's lessons?

At MLC School Aquatic Centre, we follow the Royal Life Saving Keep Watch guidelines to keep everyone safe and happy! Children under **10 years old must always be supervised by a responsible person aged 16 or over.**

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

Our supervisors are available on pool deck during Learn to Swim hours and conduct assessments on an ongoing basis. Feedback will be given to each responsible person post assessment so that all parties are aware of progression of the student. Should you have any questions relating to your child's development and progression, please feel free to speak to one of our supervisors. 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?

Absolutely! Adding an extra lesson each week can really boost learning, and we've found that children who swim more often progress faster through each level. During school holidays, we also run our intensive swim program. Pop by the Aquatic Centre reception to book a second lesson or to find out more about our holiday intensive swim lessons!

Should I continue lessons during the winter season?

Yes! Attending swimming lessons all year round is really important for children! Studies show that long breaks can lead to a loss of skills, so keeping a regular routine helps them continue to progress. Year-round lessons also support healthy physical activity and help children build a consistent fitness habit. Our pool is kept at a comfortable, constant temperature, so even during the cooler months, swimming indoors is still a pleasant and enjoyable experience!