

All Coast Swim Stars

Infant Centre
2/9 O'hart close, Charmhaven

Learn to Swim & Performance Centre
5 O'hart close, Charmhaven

Welcome to our Learn to Swim Program

At All Coast Swim Stars we aim to bring a fresh, fun, friendly approach to the learn to swim process and have an emphasis on water safety and customer service of highest standards, we want you and your family to feel welcome, heard and valued.

Our Program/Lessons

Lessons are for 30mins with a minimum of one class per week (extra lessons are available at a discounted rate, where there is a suitable position)

And our Infants centre hosts our parent assisted classes for babies from 4months-2yrs

Level 1 Transition for children aged 2-3 years with minimal aquatic exposure, this level, parents will still be required to enter water or sit on the side of the pool to assist with the transition to an instructor led class

Levels 1-6 classes covering the Basic skills of water awareness, water safety all the way up to learning all 4 strokes.

Silver/gold Academy is our squad classes

Enrolments

Enrolments can be made online, via our booking tab on our website, sending through an enquiry form if you would like assistance with what level to trial, or by visiting reception during our opening hours.

Once enrolled, your position is ongoing at the chosen day and timeslot every week, unless you choose to cancel or make a change to your child's swimming lesson

Cancellations require 2 weeks Notice.

Parent Portal

On confirmation of your enrolment you will receive a welcome email with links to sign up to our parent portal (this link can also be found on our website).

You will need to register with the email you supplied on enrolment.

In the parent portal you will be able to view your current enrolments, Notify us of your child's absences, account payment information, make payments to account and Book in your Make up lessons



Free Trial

We offer first lesson as a free trial, this gives you the opportunity to trial our centre and program to see if we are the right fit for your family, and also gives our teachers the chance to assess and ensure your child is placed in correct level.

After your trial you will be required to let reception know if you would like to continue in that position or make any changes and a payment of one weeks lesson will be required to hold your spot, this will come off your monthly account.

Payments

Our desired Payment method is Direct debit and can be set up easily via our parent portal to be debited from your bank account or credit card.

PLEASE NOTE: Fees are charged monthly and are due the first week of the month this will secure your position for the month, Fee's are to be kept in advance failure to do so will result in your enrolment being dropped and position opened up for future bookings as bookings can be made online.

If your enrolment is dropped and someone books into your spot we are unable to offer your position back and you may be offered another day/time or to be placed on a wait list.

Direct Debits will Now be processed on the first Friday of the month.

Debit amount will be the total of amount owing at due date, meaning if you choose to use any vouchers and or make any payments at reception this will be deducted from Direct debit amount.

Progression & Recognition

Students are continually assessed and an update on skills can be assessed through your parent portal.

Once your Childs teacher is confident your child can complete all required tasks for your child's level They will be able to progress to the next level and will receive an award and gold medal to keep to reward them for all their efforts.





Active Kids/First lap vouchers

All coast swim stars is a registered provider for Active kids vouchers and NSW governments First lap voucher program.

To use these vouchers please send these through to accounts@allcoastswimstars.com.au these will be processed and placed on your account. Please allow up to 7 days to be processed and credited to your account.

Swim Cap Policy

All students in our level 1 transition class up to our Academy (mini squad) will be required to wear a swim cap.

There are many benefits for wearing a swim cap but the main reasons we ask that you wear a swim cap is for Hygiene reasons, we pride ourselves on our highest quality of water and our top of the range ozone filtration keeping hair out of our filters ensures they are working at optimum performance.

The other important reason is your child's progression a cap ensures your child is more focused in class with hair not being a distraction in Face and eyes.

Swim Nappy Policy

All children under 3 years old or not yet fully toilet trained will be required to wear a firm fitting Aqua nappy.

This is to protect our pool from any accidents in which would lead to pool closures.

Our Centre Highly recommends the HAPPY NAPPY.

Available in store in a variety of sizes and designs.

The Happy Nappy by Splash About is a reusable neoprene swim nappy which reliably protects against leakage and helps to keep our water healthy and clean.

School Holidays/Public holidays

We run our lessons all year round excluding Christmas break. These lessons are payable and secure your position, if you are going away for the school holidays makeup tokens will be issued where notice is given.

Public holidays we are closed and you are NOT charged for these lessons.

Trading Hours

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9am - 12:30pm 3-6:30pm	9am - 12:30pm 3-6:30pm	9am - 12:30pm 3 -6:30pm	9am - 12:30pm 3- 6:30pm	9am - 12:30pm 3 - 6:30pm	8am - 2:30pm	Closed

Missed lessons/ Make up classes

If you are unable to attend your scheduled lesson, Please notify via the Parent portal or reception at least 30 mins prior to the start of the lesson in order to receive a make up token on your account.

We offer 2 make up tokens per month.

- Credits will not be given for missed lessons and cannot be used place of your normal lesson.
- Make up tokens can be easily redeemed via your parent portal
- Make up tokens have 3 month expiry
- All make up classes are subject to availability
- If you do not attend your make up class your make up token will not be regenerated and you will forfeit the token

PRIVATE LESSONS

Notice is required if you will be unable to attend your private lesson you can choose one of two options

- Make up will be offered (subject to availability) This may mean a change in teacher
- Or \$13 cancellation fee which will be charged in place of your normal fee a make up token will be offered however it will be for a group class only not a private lesson, with expiry of 3 months.

Silver/Gold Academy

Academy is Run by our experienced Coaches and is an invite only class.

In this class swimmers will learn the gross Movements of all strokes, and the Basic foundation Drills.

We are developing their attitudes, technique and training patterns for future squads.

Contact us for more info.



Thank you for choosing us to teach your children this skill for Life.

John, Mandy and the All coast team.