

STARplex Swim School



Welcome Information Pack

STARplex

18 – 20 Alexander Ave Evanston Park SA 5116

Pool Telephone: (08) 8522 0685 or (08) 8523 8742

www.starplex.com

From babies to champions....it's what we love to do!



Swim School

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Swim School Mission Statement

The aim of STARplex Swim School is to provide a friendly, encouraging, ability based learning environment offering quality technique-based instruction on the four competitive strokes and other water safety skills aimed at bringing swimmers to graduation through a progressive certificate reward system, giving the opportunity to either continue in competitive swimming or the skills to participate confidently in a variety of water based activities.

New Customer's Enrolment Procedure

Enrolments can be made either in person or over the phone at any time during the term. Your family's details are first entered into our computer system where we can then enrol your child into a suitable class. A purple medical form needs to be completed with the pool office staff before commencing lessons. All new swim school customers will need to organise a membership card at the main reception desk. This card should be scanned each week in order to register attendance and to receive a fish token which needs to be given to the child's instructor to enter their lesson.

Existing Customer's Term Enrolment Procedure

OPTION ONE – PRIORITY REGISTRATION

WEEK 8

All customers wishing to **CONTINUE** in their current class for the following term will need to contact the pool office during this week.

OPTION TWO – CHANGING DAYS/TIMES

WEEK 9

All customers who would like to **CHANGE** their current day and/or time for the following term must contact the pool office during this week.

OPTION THREE – OPEN REGISTRATION

WEEK 10

Any new enrolments will be taken from this week.

By enrolling in options 1 or 2 you guarantee a place for your child/children in the following term. This enrolment procedure gives preference to continuing customers as well as opening spaces for new customers to STARplex Swim School.

Payment Options

STARplex Swim School offers two payment options:

TERM BLOCK PAYMENT

Lessons can be paid in term blocks at \$16.50 per lesson i.e. 10 week term \$165.00. If payment is made before the end of the current term you will receive their first lesson free. All payments are due in full by the end of week two of any given term. Reception will not issue fish tokens if payment has not been made by this time and a letter will be given regarding accounts in arrears.

If payments are not paid in full by priority registration week (week 8 of any given term) you will be unable to book into the following term until payment has been made with pool management.

NB Lessons are not held on public holidays, therefore you will not be charged if your lesson falls on a public holiday.

DIRECT DEBIT

Those students enrolling in swim school up to Sharks level under direct debit will have free access to the pool during recreational swimming times and free make-up lessons. No joining fee applies, however if you cancel the direct debit before the 6 month minimum, an exit fee will apply. Payments of \$50.00 will be taken out monthly per child for all levels up to and including Sharks, STARswim will be \$38.50 per month. If the transaction is rejected there is a \$5.50 fee incurred. Enrolling under this option also secures your booking from term to term.

When enrolling your child you will need to notify pool staff which payment option you have selected.

Make Up Lessons

If a child is absent from swimming lessons, it is possible to have a make up lesson for that class. You will need to contact the pool office; we will then find a suitable class for you and issue you with a make-up card to be presented at the main reception desk to receive a fish token. There is a \$2.00 fee for make-up lessons to be paid at the main reception desk. Make up lessons are only able to be booked one week in advance and can be made up in the current term and following term only. A free make-up may be authorised by management.

Alternatively a Family Swim Pass can be given which can be used during our public session time. The pass is for 2 adults and 2/3 children and can be obtained from the pool office.

School Holiday Swimming

Swim School lessons run concurrently with state school terms. Lessons are not held on Public Holidays. During school holidays STARplex Swim School offers an intensive week of swimming based on our swim school program. The children attend lessons every day for a week (30 minute lessons for Waterabies–Turtles and 45 minutes lessons for Dolphins–STARswim). These classes have proven to be very successful and at just \$50.00 for the block it is outstanding value. The benefit of receiving lessons on a daily basis improves the retention of skills gained, confidence and overall technique.

Whiteboard

It is important that parents/caregivers check the whiteboard at the pool's main entrance prior to your child's lesson for any information on events happening with regards to the swim school and teacher changes.

Certificates

STARplex Swim School uses a progressive style of teaching based on a curriculum aimed at bringing children through a certificate reward system. We offer 15 levels from 6 months of age right up to our STARswim level. When your baby moves from the 6 months–18 months age group to the 18 month–3 years age group you are able to collect their certificate from the pool office. Each level from Tadpoles onwards has certain requirements to complete before a certificate is issued. Our swim school supervisors are responsible for assessing children and are there to discuss your child's progress at any time with you. Supervisors will assess all levels on a rotation basis throughout the term.

Our Curriculum

When you enrol at STARplex Swim School, your child will be put into a level according to his/her ability. Often children, particularly school age, will need an assessment to enable us to find the correct level. Our pool staff can arrange this assessment for you which is free of charge and will take about 5–10 minutes. Along with this handout you will receive more detailed information regarding your child's level and also the levels above, allowing us to inform you about the skills required for the current level and what our progressions will lead into the levels ahead.

Newsletters

Newsletters are distributed once each term, around week 6. Our Newsletters are there to inform you of any changes in our swim school, give you an opportunity to see some of the many things occurring in the pool area, advise you of achievements within our swim school and information regarding public holidays, term dates, payment, discount dates etc. Newsletters are available from the main reception desk or pool office.

Our Facility

STARplex pool area consists of two indoor pools

- Our main pool is 25 metres in length and 8 lanes wide, ranging in depth from 0.9m–1.8m with a temperature of 30-31° C.
- Our learner's pool is 15 metres in length and 3 lanes wide with a step beach entry, ranging in depth from 0.6m–0.9m with a temperature of 32-33° C.
- Toilets and Change Rooms are located in the pool area for your use. We do ask that toilets not be used for changing purposes. All patrons must be dry before leaving the pool area.
- There is no eating in the pool area, patrons are welcome to use the Pec Dec Café located adjacent to reception. Alternatively, we have an enclosed area located outside at the southern end of the pool area.
- Seating is available in the pool area whilst children have their lessons. We ask that pool equipment be left for teacher use only during lessons.
- Children should be supervised at all times in the pool area.

Swimwear

We encourage children to wear firm fitting swimwear during their lesson. Swimming lessons are a long-term investment and our staff continually report that children who wear board shorts and the like, will take longer to progress through the levels. Board shorts fill up with water and make the legs extremely heavy and they tend to restrict flexibility as well as causing poor technique resulting in an inefficient kick.

Goggles are of great benefit to children in the water allowing clear sight and for keeping water out of their eyes.

STARplex pool staff promotes the wearing of swim caps to assist children whilst learning to swim. In addition to ensuring better water quality, children are able to keep hair out of their eyes and reduce drag therefore improving their ability to learn their strokes.

Goggles and swim caps can be purchased from the STAR Store located at the main entrance. Please ensure all swimming attire is named.

Lost Property

Spare and lost goggles are kept in the pool office. Other lost property is taken to the front reception desk at the end of the night by our lifeguards. You can contact reception on 8522 0622.

Health Standards

STARplex pools maintain the highest water quality through UV disinfection and chlorine. Health Standards must be adhered to at all times and as such we ask that children be excluded from swimming in the following instances:

- Chicken Pox
- School Sores
- Open wounds
- Cold Sores
- Conjunctivitis

Children with planter warts may swim, providing they are receiving treatment from a doctor and have them covered whilst swimming.

If your child suffers from asthma we recommend they have their puffer with them at swimming lessons. It has been documented many times that swimming can be extremely beneficial for both children and adults suffering from asthma.

Please contact our pool staff if you would like further information regarding these or any other health issues regarding swimming.

Finally

STARplex staff would like to welcome you to our swim school and hope your time spent with us is both an enjoyable and beneficial experience. Contact our friendly pool staff for any further information you may require on 85220685 or 8523 8742.