KRB Swimming Program – Swim School Policy
Email: swimming@krb.nsw.edu.au

Applications
- All Swim School/program enrolments are subject to availability
- Each family must complete and sign an enrolment form

Enrolments:
- Please check the website for class availability & payment
- Please correspond via email for class changes or queries
- Whilst every effort is made to accommodate classes, times, and teachers they cannot be guaranteed from term to term
- Class timetables and teachers may change at the discretion of the Swim School Co-ordinator

Payments:
- Full payment is required at the time of enrolment
- Failure to pay by set dates will result in class / squad cancellation
- Online payments are preferred. Swim School Reception only accepts card payments (Visa & MasterCard)

Assessments
- All new enrolments must be assessed during the designated assessment time
- Current students will be assessed whilst in the program and placed in the appropriate level class / squad
- Only the Swim School Co-ordinator can promote students to the next level / squad
- Any questions regarding assessments should be directed to the Swim School Co-ordinator

Swim School Credits and Refunds
- All credits are at the discretion of the Swim Program Manager and are only available to students who cannot continue in the program due to prolonged injury or illness
- A doctor’s certificate is required to support medical reasons
- There are no Refunds or Make Up Classes

Parents on Pool Deck
- All parents must be seated in the grandstand during their child’s lesson / squad
- Parents are not to approach teachers or coaches during lesson / sessions
- Any questions regarding student should be directed to the Swim School Co-ordinator / Deck Supervisor

Supervision: Drop Off and Pick Up
- Children under 10 years must be supervised by parents / carers at all times (before & after lessons)
- Parents are responsible for immediate pick up of their children at the conclusion of lessons/squads
- Please ensure that children are not left at the pool for an extended period of time

KRB Priority:
- KRB students will have priority for all lessons / squads at the start of each term
- KRB will offer a daily pick up service from the Junior School at 3:10pm

Swimming Rules
- All students / swimmers must wear a swim cap and goggles
- All students / swimmers must obey swimming pool rules displayed within the pool area
- Patrons must adhered to all directions and requests made by Swimming Staff

Communication
- Email is the preferred form of communication for all swim school matters
- We aim to respond as to all inquires in a timely manner, however this process can be delayed during peak times
- All verbal concerns / complaints must be made in a respectful and polite manner. Under no circumstances will any verbal abuse be tolerated. Failure to comply will result in immediate expulsion from the program.