

Enrolment Form



Welcome to dipadees

Thank you for choosing dipadees swim school. We're looking forward to helping your child learn to love the water and to swim like a fish.

Parent or Guardian Details

First Name: _____ Surname: _____

Address: _____ Postcode: _____

Email: _____

Mobile: _____ Emergency Contact: _____

Children's Details

1st Child's Name: _____ DOB: _____

Health or learning issues we should know about: _____

2nd Child's Name: _____ DOB: _____

Health or learning issues we should know about: _____

3rd Child's Name: _____ DOB: _____

Health or learning issues we should know about: _____

As a new customer you might have some questions about our swim school. We hope the information on the following pages is helpful. Further information is available on our website www.dipadees.com

Important information

How do I pay for lessons?

Payment is via direct debit due on the 11th of each month and can be debited from one of your accounts or credit card. The Dipadees direct debit system does not lock you into an annual contract. If at any time you need to stop lessons simply allow three weeks' notice so we can cancel your fees and booking.

How do my swim fees work?

Your monthly fees are based on four lessons per month, even though during some months you will receive five lessons.

We find most families prefer to have a set amount debited from their account each month, rather than deductions increasing with a five week month and decreasing with public holidays and our Christmas closure.

Over the course of the year the five-week months balance out our Christmas and Public Holiday closures. The only exception is our Monday customers who have more public holidays than other days. For this reason we offer our Monday customers replacement lessons for Labour Day and Queens Birthday.

Therefore, your December fees cover the cost of the 'extra' lessons received in the five-week months and for which you were not charged earlier in the year. Families starting in December will have their fees adjusted.

Are there ways I can make extra savings on lessons?

Absolutely! Check out our popular dipadees' \$'s Claim Form to see how you can make great savings.

<http://bit.ly/1PaoDG2>

Do I need to re-book every month?

No, as long as your swim fees are up to date your child's place will be secure. We have a seamless year round program. Once your child has secured a place your booking will remain in place as long as your payments are up to date.

Can I book and then pay later?

No, you will need to make your payment at the time of booking to secure your child's place.

Are lessons held on public holidays?

No, we don't work on public holidays.

Are lessons held on student free days?

Yes, lessons as usual on student free days.

Are lessons held during the school holidays?

Yes, we operate over all school holidays, other than a couple of weeks over Christmas and four days over the Easter weekend.

How can I communicate my child's absence to dipadees?

For ease of communication we suggest you download the free dipadees APP from the APP store. Through the absent notification button on this APP you can easily let us know your child will be away.

What happens if I miss a lesson?

Provided your fees are up to date we will provide you with a Family Swim Pass or make-up lesson as a replacement for your missed lessons. Make-up lessons can be scheduled over the school holidays or on student free days.

Once again you can easily request a make-up lesson or family swim pass through the make-up request button on the dipadees APP.

Does my Family Swim Pass or make up lesson have an expiry date?

Your complimentary Family Swim Pass or make-up lesson expires within four months of the missed lesson.

Will I be charged for missed lessons?

Yes, as we still need to pay your teacher and provide heated water and the many other expenses incurred to effectively run a swim school. This means that we need to know you will honour your commitment to your booking and you will pay for the time slot that you have booked.

Other important information to know about missed lessons:

Family Swim Passes and make-up lessons cannot be used as credits for future lessons or for lessons after you cancel. Family Swim Passes and make-up lessons are only provided if you are booked into lessons and fees are up to date.

Are lessons held when it's raining?

Yes, the pool is heated and enclosed so your child will be comfortable.

What do I do if my child misses a number of lessons?

If for any reason attending lessons becomes too difficult for you or your child, it's important that you let us know as soon as possible so that we can cancel your booking and stop your payments.

How much notice do I need to provide to stop lessons?

We need three weeks' notice to stop your payments and lessons. Just send an email to swim@dipadees.com to let us know.

Can we swim in the pool before, during or after the lesson?

The pool is available for family swims between 12.00 and 3.00pm Monday to Friday and Sunday 9.00am to 11.00am.

Does my child need to wear goggles?

Goggles are good fun and necessary once children start to swim laps. In the early stages of learn to swim children should learn to swim without goggles, just so they don't panic when water gets in their eyes. We have goggles available for sale at the swim school.

Does my child need to wear a cap?

Yes, all children over 3 years of age need to wear a cap. Wearing a cap is not only hygienic, but also keeps hair out of your child's eyes **and mouth** while learning to swim. We have caps available for sale at the swim school.

Does my baby need to wear a swim nappy?

Yes, bubs in the baby and toddler classes need to wear a swim nappy with firm fitting legs if they are not yet toilet trained.

Did you know we have lots of different activities on site?

Check out our website at www.dipadees.com to learn more about our TumbleTastics Kindy Gym Program, dipadees dance, kids themed birthday parties in our playland, lap swimming and family fun swims.

Where are we located?

On Brisbane's Northside, 983 South Pine Rd Everton Hills 4053 – right near the IGA building on the Queens Road roundabout.

We hope that you enjoy your time at dipadees and would like to reassure you that we really do care and that your child's learn to swim experience and success is extremely important to us.

Please feel free to call us on 3355 1550 if you have any further queries.

*Kind regards,
Team dipadees.*