

FREQUENTLY ASKED QUESTIONS

Helpful information about your swim lesson booking with Dipadees

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 the 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 to reflect the reduced number of lessons available due to the Christmas closure.

Are there ways I can make extra savings on lessons?

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

Dipadees Swim customers can reduce the overall cost of lessons significantly by taking advantage of our FREE school holiday "Extra"* lessons. Importantly, the extra time in the water over the school holidays helps swimming progress.

* "Extra" lessons means those lessons above and beyond your normal weekly booked lessons.

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 three weeks over Christmas and four days over the Easter weekend.

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

To let us know you will be away, simply log onto our website at www.dipadees.com Click on "My Swim Account" and chooses "Classes". From there you can let us know when you will be away and book a make-up lesson.

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Can I have a replacement lesson?

Provided your fees are up to date we will provide you with a Family Swim Pass or a make-up lesson as a replacement for your missed lessons. You can book your make-up lessons by logging onto our website at www.dipadees.com Click on "My Swim Account" chooses "Classes" and then "Make-ups". Then follow the prompts to book your class.

Our preference is for the children do their make-up lessons over the school holidays, this gives them something to do, they are usually fresher, and there are more spaces available for make-ups at this time.

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 honor your commitment to your booking and pay for the time slot that you have booked. Our school holiday FREE *Extra lessons help our customers receive a good number of lessons over the course of a year, which in turn helps progress.

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. Family Swim Passes are only provided if you are currently booked into lessons and your fees are up to date.

Are lessons held when it's raining?

Yes, the pool is heated to 32 degrees and enclosed so you will be very 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. This can take up to 3 weeks to process.

How best can I make contact with Dipadees?

We can be most easily contacted via email at: swim@dipadees.com

What happens if my child doesn't enjoy swim lessons?

Most children at Dipadees love their swim lessons. However, if your child isn't enjoying lessons it's important that you let us know as soon as possible. This way we can work with you to find a solution that works for you and your child.

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

Dipadees safety standards require the teacher to meet the children at the edge of the pool in readiness for their lesson. Your child should remain dry until the teacher invites them into the water.

At the end of the lesson the teacher will deliver your child back to the edge of the pool where they will "officially" hand your child back into your care.

The pool is available for family play swims between 12.00 and 3.00pm Monday to Friday and Sunday mornings from 8.30am to 11.00am.

Are there times adults can lap swim?

Yes, our customers and their friends and families can lap swim, water walk and do other aquatic exercises between **8.30am and 3.00pm Monday to Friday and 8.30 to 11.00am Sundays.**

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Can I change time or days?

While we can't guarantee that we will have another time or day available to suit your changes, we will certainly do everything we can to meet your needs.

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 quality goggles available for sale at the swim school and our friendly staff will help fit the goggles to ensure the right size.

Does my child need to wear a cap?

Yes, all children 3 years and over need to wear a cap. Wearing a cap is not only hygienic and helps us to maintain our excellent water quality, but also keeps hair out of your child's eyes **and mouth** while learning to swim. This simple step makes concentrating easier, which in turn helps your child's progress. We have *easy on – easy off* caps available for sale at the swim school.

Do we need sun protection?

No, Dipadees is an indoor facility. Your child will be protected from the sun, wind and rain.

Do you have babysitting for siblings?

Babysitting is available for a small fee on various days of the week. Bookings are necessary and can be made via email at swim@dipadees.com or by calling us on 3355 1550.

Where are we located?

On Brisbane's Northside, 983 South Pine Rd Everton Hills 4053.

Our driveway is right before the IGA building on the Queens Road roundabout.

We hope you enjoy your time at Dipadees and would like to reassure you that we really do care. 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.

Barb and the Dipadees Team.