



Toowoomba's Premier Swim School

Seamless Learning with Perpetual Programming - FAQ

At the DLSA, your child's WATER SAFETY is our highest priority.

Perpetual Programming with DLSA offers you and your family the VERY BEST in Aquatic Instruction.

We are proud to be leading other programs in the region by putting on a high quality, Learn-To-Swim Program, dedicated to enabling children to build their swimming and water safety skills on a year round basis.

Perpetual Programming enables faster skill progression by offering a high level of continuity, combined with a specialised Level Progression built on dozens of detailed lesson plans, designed and maintained by Toowoomba's own Commonwealth Games Gold & Silver medallist and Olympic swimmer, Darren Lange.

Perpetual Programming, while widely accepted throughout Australia as the most professional approach to providing high quality learn-to-swim programs, is unique to the Toowoomba region. Here are some frequently asked questions pertaining to Perpetual Programming:

- 1. What is the difference between Perpetual Programming and Term Programming?** Perpetual Programming is a continuous program that runs for 49 weeks of the year. This enables a high level of continuity and skill progression for swimmers participating in Perpetual Programming. Term based programs run only during school terms and can potentially allow skill to regress when classes are stopped over the school holiday period.
- 2. Do I need to rebook for next program?** No. Once you make your initial booking your preferred class and time will automatically roll over from program to program.
- 3. What does 'Program Roll Over' mean?** Program Roll Over happens towards the end of each program. Our computer system will automatically generate the new program of classes and bookings.
- 4. What if I do not want to swim next program?** You can defer your booking for the next program by filling out a DLSA Program Deferral Booking form. Contact our friendly Admin Team for details. ****PLEASE NOTE** Program deferrals must be made more than 14 days before the commencement of the program to avoid a cancellation fee.**
- 5. Will I always get the same class and time from program to program?** Not always. We work hard to keep your booking constant but sometimes we need to add, remove or change classes dependent upon demand and teacher availability.

6. **What is a 'Seasonal Adjusted' program?** While our Perpetual Program is a year round program it is subject to seasonal changes adjusting to demand. Generally speaking in program 2 and 3 of the year the total number of classes offered would be reduced. Generally speaking in program 1 and 4 would the total number of classes would increase.
7. **Do we swim over the holidays?** Yes. Lessons will continue each week, even over the school holidays. We only have three (3) weeks off a year – 2 weeks Christmas/New Year and a week at Easter.
8. **What if we are going on holidays over the school holidays and can't make our lesson?** No problem. We will hold the booking for you and you can use those missed lesson as **FREE make-up lessons in the following program**. You can accrue up to 4 make-ups per child and have up to 8 weeks to use the make-ups. ****PLEASE NOTE** Make sure you contact our friendly Admin Team to cancel the lessons you will miss before the actual lesson date.**
9. **What if I simply cannot find the time to do make-ups?** As per the DLSA Payment & Make-up Policy we can offer you a \$4.00 credit on future bookings for missed lesson where you cannot find a suitable make-up class booking. This offer is available up to a maximum of 4 make-ups per child and subject to the proper missed lesson notification procedure being followed. Please see the DLSA Payment & Make-Up Policy for more details.
10. **What if I miss a lesson?** No problem. The DLSA offers FREE make-up classes for all missed lessons subject to the DLSA Payment & Make-Up policy.
11. **What if I want my children to have a break from swimming?** No problem. Simply contact our friendly Admin team to fill in a DLSA Perpetual Program Deferral Form.

To view the full DLSA Payment & Make-up Policy, DLSA Perpetual Program FAQ or DLSA Perpetual Program FACT SHEET please see our friendly Admin Team or visit us online at

www.dlsa.com.au

or our **Facebook** page at

www.facebook.com/DLSAFB

