



1. We run by NSW School Terms
2. We run Bubs Self Rescue, Learn to Swim and Stroke Development levels
3. For all our information please see below in our 'Brochure'
4. To enrol please visit us in the Centre, give us a call on (07) 5599 4920 or send us an email to swim@cools.net.au
5. Get your child safe in and around the water with us today 😊

OUR CENTRE:

Cools is located just over the Queensland border in Tweed Heads CBD. Our pool uses the world's best sanitation technology, OZONE. This enables us to operate with a fraction of the chlorine levels found in most public swimming pools. This is particularly beneficial for those with respiratory issues, skin problems and for those that suffer from sore eyes. We have warm showers, changerooms and a playroom for before and after lessons.

A NSW Pool Superintendent and QLD Pool Plant Operator makes sure the hygiene levels are maintained continuously at the highest standards.

The pool is heated to 34 degrees in winter and 32 degrees in summer.

Our friendly staff can assist you with any questions relating to our Program or the Centre.



OUR STAFF:

All staff are highly qualified Learn to Swim teachers, with over 100 years of collective knowledge and experience. All are qualified through Swim Australia and Austswim and have necessary working with children clearance. Continual in-house training is paramount in establishing ourselves as the leaders in Australian Aquatics education.

The head coach and program coordinator previously worked in the role of Director of Coaching for RLSSA, is an elite level swimming coach and developed the revolutionary S.A.F.E teaching methods taught at Cools.

LEVELS

- Bubs Self Rescue 3-24 months
- Learn to Swim
- Stroke Development
- Private Lessons

POLICIES:

ENROLMENTS

- Our classes operate in Term blocks and run together with the NSW School Terms. Please be aware Terms range from 9-11 weeks in length with an average of 10 weeks per Term.
- Enrolments are still open after commencement of Term and are subject to availability.
- Enrolments can be made over the phone, email or in person at reception. An enrolment form must be completed prior to your first lesson and can be found in the centre at reception.

PAYMENTS

- Full Term payments will be taken upon enrolment. Without payment your class spot is not confirmed and will be forfeited.
- Class payments can be made via Bank Transfer and in the centre at reception.
- Lessons are not held on Public Holidays and are not included in your Term payments.

RE-ENROLMENTS

- We commence re-enrolments in Week 8 of Term. A text message will be sent out to confirm your enrolments for the next Term.
- To confirm your spots for the next Term, full payment is required prior to the commencement of the Term.

MAKE UP LESSONS

- We provide 1 make-up lesson per Term per student, when an absence notification is given in the form of a text message or phone call at least 2 hours prior to your class. If we are not in the centre, or are unable to answer the phone, you must leave a message.
- If an absence notification is not given or is received after 2 hours prior to your class, you are unable to receive a make-up lesson and your class will be forfeited.
- Make-up lessons can be booked via email, phone or in the centre with reception.
- Make-up lessons can only be booked one week prior to the lesson taking place.
- Make-up lessons are not guaranteed and are subject to class availability. We cannot guarantee availabilities that suit your preferences.
- Make-up lessons cannot be changed or moved once they have been booked. We encourage make-up lessons to be booked only once your child is well enough to attend. If you are unable to attend your make-up lesson, due to your child still being unwell, the class will be forfeited.
- Make-up lessons do not replace your normal class and cannot be rolled over to another Term.

- Make-up lessons must be taken at the child's level and cannot be transferred to a sibling.
- We do not grant make-up lessons for non-attendance in the last week of Term.
- In the event of an illness/ injury where 3 or more consecutive classes are missed, we will issue a credit on your account for future lessons only with a medical certificate.
- Booking a make-up lesson is the responsibility of the parent/guardian.
- Make-up lessons are a privilege not provided by other extra-curricular activities and day cares.

WITHDRAWING FROM THE PROGRAM

- If you wish to withdraw from our program after payment has already been made, we require 2 weeks' notice and a \$35 administration fee per child will be charged.
- Refunds will be processed within 14 business days (Monday – Friday) after your last lesson. You will be able, and encouraged to, attend your last two classes.
- Once you have withdrawn from the program, your class spot will be forfeited and open for another customer.
- We do not provide credits or refunds for missed classes including make-up classes.
- It is a parent/guardian's responsibility to advise withdrawal from the program.

CLASS CHANGES/CANCELLATIONS

- We reserve the right to change class levels, times, and instructors if the need arises.
- Once a child is ready to progress, we will inform the parent/guardian and they must find a class for the new level. This may mean changing days/times.
- We reserve the right to cancel/reschedule classes due to low enrolments or any other reasons that may impact the operation of the swim school.
- If we cancel lessons for any reason, the missed lesson will be made up or credited to the following Term, or a refund will be offered. We do not cancel for any weather conditions unless notified by the staff.

LESSON CHANGES

- If you can no longer make the class you enrolled into, you are able to change days / times subject to availability.

APPAREL

- All students attending 'Learn to Swim' and 'Stroke Development' are encouraged to wear swim caps. These can be purchased from reception.
- All children 3 years and under must wear a disposable swimming nappy. (aqua nappy) with tight fitting swimwear on top to maintain a high health standard. People not complying with this policy may be asked to exit the pool.

POOL USE

- All children and adults are unable to use the pool outside of their class time.
- If you are required to be in the water, do not enter until it is your lesson time and instructed to by Cools Staff.
- Exit the water immediately after lesson time.

PARENT SUPERVISION

- You are required to supervise your children at all times while in the centre.

FOOD

- Food and drinks are not allowed on the pool deck, the playroom or changerooms. If you wish to consume your food, please use the café or outside area only.

PHOTOS & VIDEOS

- Photos and videos are occasionally taken and are used for publicity purposes on social media. If you do NOT wish us to take photos/videos of your child, please notify us.
- A parent/guardian may take photos of their child ONLY if permission is received from all staff and fellow parents/guardians of children that may potentially be photographed.

CHANGES TO POLICIES

- We reserve the right to modify or replace the Policies if the need arises.
- Changes will be made via our website and sent out via email.
- If you have any questions regarding our policies, please contact us directly.

PROGRAMS:

We offer the revolutionary S.A.F.E method of teaching for our infants and toddlers. For our late starters, this tuition is also integrated through our Learn to Swim classes to provide a life skill of preservation in the water.

We also offer traditional Learn to Swim, Stroke Development and Aqua Movement classes. CALD and disability are also one of our specialties.

Pool hire is available, school programs and we even cater for your child's birthday party.



FREQUENTLY ASKED QUESTIONS: - Please add any you had previously on website

At what age can I enrol?

We take enrolments of bubs from 3 months old.

How do I enrol?

Please send us an email at swim@cools.net or through our 'Contact Us' Section
Or please give us a call on (07) 5599 4920

What happens if I miss a lesson?

We offer 1 make-up lesson per child per Term when you have notified us at least 2 hours prior to your class.

What is the water temperature?

We keep our pool heated to 32-34 degrees all year round.

Do lessons continue through School Holidays?

We run with the NSW School Terms and do not run lessons through the School Holidays.

What age do you recommend starting swimming lessons?

Our Bubs Self Rescue level starts at 3 months old. The sooner the better when it comes to getting your child safe in and around the water.

Do I have to be in the water with my child?

If you are in our Bubs Self Rescue Program you are required to be in the water with your child. Remember that the more enthusiastic and confident you are with them, the more they will love their lesson.

Should my child swim all year round?

Absolutely! As with any skill, if you stop practicing a skill, you will regress. Children especially need consistency with their swimming. Our pool is heated to 32-34 degrees all year round so there are no excuses.

Should my child do a second lesson a week?

Practice makes perfect and with swimming being a life-saving skill, the more they attend swimming lessons, the sooner they will become confident and safe swimmers.

What should I bring to our lesson?

Please bring your child's swimmers, cap, goggles, towel, and some water for when they are thirsty after doing some great swimming.

What should my bub wear during lessons?

Children who are not toilet trained are required to wear a disposable aqua nappy with a tight-fitting swimming costumer over the top. Parents please wear your swimmers and a t-shirt in the water.

How much do lessons cost?

Our lessons are \$17.50 per lesson and payments are charged per Term or the pro rata of when you start Term.

What are your facilities like?

We offer changerooms with change tables, hot showers, and a play area.

What if my child has sensitive skin?

Our pool is run with Ozone which is the most powerful sanitiser in the world. The water makes its way through our advanced treatment system which combines ozone and small amounts of chlorine to create an exceptionally soft water that is highly sanitised and perfect for sensitive skin.

EXTRA INFO

Our Survival Aquatic Floating Education (S.A.F.E) is exclusively offered on the Gold Coast and Northern Rivers area only by our Centre. It was developed to address the increasing statistics of drowning in the age group of 0-4 years.

The ideal time to start in our program is at the age of 3 months. Our exclusive program attracts international clients from China, Thailand, England, USA, and Canada.

We have developed a realistic, real life scenario teaching program. Water confidence without water competence is extremely dangerous.

The biggest age group at risk of drowning is 0 to 4 years of age and the age of 1-2 years is the most dangerous age for drowning. S.A.F.E addresses the need to install skills that last a lifetime quickly and effectively.

Our classes involve teaching infants and toddlers to roll from a face down position to holding a float. As motor skills improve, we then teach to swim, float, swim, and exit.

Once the exit has been mastered, we work more on traditional stroke lessons. We are extremely competent in this as well. Though development of swimming takes time, the development of self-preservation is a rapid approach to staying alive if a fall-in occurs. Weeks NOT years.

If you are serious in teaching your child not to panic and to float to live, then we are the swim school for you.



TESTIMONIES –

“GIVE COOLS A GO! You won’t be sorry. Went to the most well-known swim school in the area and after years at that school, we changed by a recommendation from a friend. I was skeptical to say the least as I thought that the person who insisted I give Cools a try was exaggerating how good they were. She undersold it. My 2 kids learnt more in one lesson at Cools than an entire year at the other swim school.” – Helen M 2019

“I took my 4-month-old son to Cools for 3 reasons. 1) I wanted him to be able to float and self-rescue in a life-threatening situation. After 20 years in the Royal Australian Navy and Oil & Gas, realistic training is important to me. The reality and risk is just too great to play games. I wanted him to survive and thrive in the water. 2) They use Ozone technology in their pool, so no sore eyes, itching skin, or respiratory irritations. 3) Scott and the team taught him to float, swim and float in a calm, supportive environment where he was able to relax and have fun in the water. Fast forward 4 years at Cools and

my view hasn't changed, his 2-year-old brother is loving the water as well and their 3-month-old sister is about to start. I have a little family that is so confident in and around the water, I can't thank Scotty and the team enough for the ability to share my love of the ocean with them so early and with confidence that they know what to do." – Nick D 2015 & 2019

"The team at Cools, led by Scotty, are so dedicated to making sure every child that does the program succeeds. My two kids (3.5 years and 16 months) have both been at Cools since they were 4 months old and the results speak for themselves. They teach real life recovery survival skills, no kicking around playing games and wasting the valuable time in the pool. It is the single most valuable investment I have made in their lives to date. My 3.5 year old can swim unaided in the pool, can dive to the bottom of the pool and collect dive sticks (1.8m) and swim the length of the pool underwater all without the assurance of an adult - it truly is amazing and we have Cools to thank." – Celeste 2019

"I had taken my daughter to baby swimming lessons for almost 2 years in Japan. 1-hour lesson, 4 times a month. On our return home to Australia she had private 15-minute lessons at Cools and could float within 2 lessons. 2 years of singing songs and being pushed by instructors under water had done nothing to help her learn a skill that could save her life. Scotty and his team are amazing, teaching a life-preserving skill that EVERY child deserves. I am ever so grateful to have attended lessons at Cools." – Lee

