



2025 MLC School Aquatic Centre FAQs

Is there a minimum booking period?

No. Learn to Swim and Squad enrolments do not have a minimum booking period. You will continue to be booked into your allocated spot on an ongoing basis, until a cancellation form is received. Please refer to the Cancellation Terms and Conditions on the MLC School website mlcsyd.nsw.edu.au/student-life-learning/mlc-school-aquatic-centre for more information.

How do I cancel my direct debit?

Please complete an online cancellation form via the "Cancellation" tab on the aquatic centre website. This needs to be completed **at least two days** before the next billing cycle. A copy of the direct debit dates can be found on the Aquatic Centre website or parent portal. Leaving this process until late in the month runs the risk of the cancellation request not being completed in time before the next charge. If you are late to cancel the direct debit, we are unable to credit or refund the classes.

How often is my direct debit charged?

Learn to Swim and Squad fees are charged on a fortnightly basis. Your payment amount will be debited from your allocated credit card/bank account on the nominated direct debit date, paying for the fortnight in advance.

Can I pay my fees in advance instead of by direct debit?

All fees at MLC School Aquatic Centre are payable by direct debit only.

Do swimming lessons operate during school holidays?

Yes. The Learn to Swim and Squad programs run on a perpetual basis throughout the year and over school holidays. We also additionally run an intensive program over the school holidays. Lessons are subject to a temporary closure period over the Christmas and New Year period.

I have more than one student enrolled. Will my account be debited separately for each student?

No. Provided that both students are part of the same family on our database, the amount debited will be the total for both student's bookings combined.

Are there any discounts for multiple student bookings?

Students enrolled at MLC School or staff members of MLC School receive a discount of 25% on all group Learn to Swim and swimming squad activities. A 15% discount is available for the third child within the same family, with a fourth or subsequent child receiving a 20% discount. Second individual bookings receive a 50% discount and three or more classes per week receive a discount of 30% on these classes.

Do I get charged for public holidays?

Customers are **not** charged for public holidays. When a public holiday occurs within a direct debit period, the amount debited is pro-rated and may vary slightly (less) than the standard direct debit amount.

**Is there a transaction fee charged for direct debits?**

MLC School Aquatic Centre does **not** charge fees for automatic direct debit transactions. We also unfortunately do not accept AMEX for any payments.

Does the MLC School Aquatic Centre accept Service NSW vouchers?

Yes. MLC School Aquatic Centre accepts both Active Kids and First Lap vouchers for swimming. To redeem your Active Kids and First Lap vouchers, please send the voucher details to swim@mlcsyd.nsw.edu.au. Once processed your voucher will be applied towards your future direct debit payments.

Do you provide makeup lessons for missed classes?

Yes. Customers who register for our online parent portal have access to cancelling class attendances and booking makeup lessons online. Each student is allocated TWELVE (12) make up lessons per calendar year, each with a set expiry date for 31st December. For more information, please refer to our Make-Up Lessons section in the Aquatic Centre Terms and Conditions.

Do you provide credits or refunds for missed classes?

No. We do not offer credits or refunds for missed classes. Makeup lessons are provided, given the cancellation occurs before the class commences.

Will I be reimbursed if a contamination occurs during my lesson?

In the case of a contamination, the pool will need to be closed with classes cancelled for a certain time, as guided by NSW Health regulations. In an instance when a contamination occurs during your class, credit or vouchers can be allocated if less than half the class has occurred. If majority of the session has been completed, then we cannot issue vouchers or credit for the class. If your class is impacted by the closure period, communication will be made to you ASAP by text message and email, with either credit or vouchers allocated to your account.

Am I required to supervise my child's lessons?

MLC School Aquatic Centre operates under Royal Life Saving Keep Watch guidelines. Children under 10 years of age must always be supervised by a responsible person aged 16 years or over.

Who do I speak to in relation to my child's progression?

Our supervisors are available on deck during Learn to Swim hours and conduct assessments on an ongoing basis. Feedback will be given to each responsible person post assessment so that all parties are aware of progression of the student. Should you have any questions relating to your child's development and progression, please feel free to speak to one of our supervisors. Additionally, please refer to the progress section on the UDIO Parent Portal <https://mlc-sydney.accounts.ud.io/login> for more information on skills achieved.

Should my child swim more than once a week?

Yes. An extra lesson each week accelerates learning and, in our experience, children who swim more frequently progress faster through each level. During the school holidays we offer our intensive swim program. Check with Aquatic Centre reception about booking a second swimming lesson or to find out more about the holiday intensive swim lessons.

Should I continue lessons during the winter season?

Attending swimming lessons year-round should be a top priority for parents/carers. Studies have found that having a long break in lessons may result in a loss of the skills. Children also benefit from physical activities year-round as it establishes a routine of fitness. Our pool is maintained at a constant temperature, so even in the cooler months it is still quite comfortable in the water, considering it is still an indoor pool.