

Learn to Swim Enrolments



ENROLMENT FORM

- **For new customers/ students:** Fill out a program enrolment form and return it to Customer Service (CSA) staff so they can create a family account for you. Once you have filled out and returned this form, it means your family is on our database, NOT enrolled in lessons, yet.
- **Pre-existing/ returning customers:** Please ensure the details in your family account are correct, if your contact details have changed please advise staff.

BEFORE ENROLMENTS OPEN

- **Dates:** Term and enrolment dates are listed and available for download from our website.
- **Assessments:** Unsure of your child's level? A free 15 minute assessment is available for new students aged 5 years and over who are competent in the water. Please see email Programs Coordinator: sgollan@asalc.com.au
- **Timetable:** A class timetable is published on our website and on @AliceAquatic Facebook page 1 week prior to enrolments opening.
- **Know what level to enrol into:** If you are unsure of your child's level please seek assistance from one of the CSA staff members who can advise which class your child should be enrolling in.
- **Vouchers:** Please provide any LTS, WSAP or Sports vouchers (via email or in person) prior to enrolment. Once applied to your account credit will not expire.
- If you have utilised your Sports voucher for another sport or activity then you are unable to use it again. Vouchers are accepted on the day of enrolment however cannot be entered via the online portal so we recommend providing them at least 24 hours prior if planning to book online.
- **Adding credit to your family account/ checking credit balance:** You may put credit onto your family account ready for when enrolments open. To do so please see a CSA staff member or call the centre. Your balance is available at any time from the online portal or with a CSA.
- **Online portal:** Please try logging into your online portal and ensure that all children are visible on your account before enrolments open. If it is your first time using the online portal, follow the relevant link on the ASTC website: (alicesprings.nt.gov.au/recreation/aquatic-leisure-centre/swimming-lessons) and use the generic password as

your passcode and the email you signed up with as your username. When logging on, please ensure you pick the responsible person as user not the child or student. If there are any issues with the portal please notify CSA staff before enrolments open so we can resolve these issues for you.

AT THE TIME OF ENROLMENT

- Once enrolments open, it is not only limited to one day, enrolments can be taken throughout enrolment week and throughout the swimming term subject to availability.
- Classes are available to book on the online portal from 9am on the first day of enrolment. Alternatively enrolments at the Centre or over the phone are accepted between the hours of 9am - 3pm.
- **Waitlist:** If you are unable to enrol in the required class then we can waitlist your child. The waitlist applies only for the current swimming term and will allow us to monitor the demand for each class. Additional classes may be added dependent on numbers and staff availability. Alternatively, if someone was to cancel their booked lessons then students on the waitlist would be contacted to fill this place.

LESSONS

- Please see the CSA staff on your way into your lessons so we can mark you as attended. During this season of COVID-19 please scan the QR code via the Territory sign in app or fill out the paper form on arrival.
- Although attending lessons, children aged 10 years old and below are still required to wear a wristband as part of our swim and survive policy. Ages 0-5 years will receive a pink wristband while ages 6-10 years will receive a green wristband.
- If you require assistance finding your instructor or knowing where to go to attend your lesson, please see one of the CSA staff who will be able to assist you with any enquiries.
- Parents and carers are required to stay at the Alice Springs Aquatic and Leisure facility while your child attends their swimming lesson.



Book online at www.asalc.com.au
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