



2025/2026

PAYMENT DATES

IPSWICH

2025

Block 10 Tuesday 30th September, 2025

Block 11 Tuesday 28th October, 2025

Block 12 Tuesday 25th November, 2025

2026

Block 1 Tuesday 13th January, 2026

Block 2 Tuesday 10th February, 2026

Block 3 Tuesday 10th March, 2026

Block 4 Tuesday 14th April, 2026

Block 5 Tuesday 12th May, 2026

Block 6 Tuesday 9th June, 2026

Block 7 Tuesday 7th July, 2026

Block 8 Tuesday 4th August, 2026

Block 9 Tuesday 1st September, 2026

LESSON FEES

(Per 4-Week Block)

Monday – Friday

1 Swimmer	\$101.60
2 Swimmers	\$195.20
3 Swimmers	\$280.80
4 Swimmers	\$374.40

Saturday

1 Swimmer	\$105.60
2 Swimmers	\$203.20
3 Swimmers	\$292.80
4 Swimmers	\$390.40

SWIM MORE & SAVE

2nd Lesson Rate

\$18.00/lesson (\$72.00 per block)

(Available to swimmers who enrol into a second ongoing weekly lesson)

CENTRE CLOSURES

Christmas Break – 21st December, 2025 to 10th January, 2026

Easter Break – 3rd April, 2026 to 9th April, 2026

The Swim Factory closes for Christmas (3 Weeks) and Easter (1 Week). No payment is required during these 4 weeks.

PUBLIC HOLIDAY CLOSURES

King's Birthday – 6th Oct, 2025

Australia Day – 26th Jan, 2026

ANZAC Day – 25th April, 2026

Labour Day – 4th May, 2026

Ipswich Show Day – 15th May, 2026

Lessons that fall on a public holiday will be charged and affected students will be entitled to a make-up lesson.

- Lesson fees are direct debited in blocks
- There are twelve (12) payment blocks in a calendar year.
- Each block is four (4) weeks in duration.
- See reverse side for full booking terms & conditions

CUSTOMER PORTAL

Did you know that you can manage your family account through The Swim Factory Australia's Customer Portal?

- Free app also available via Google Play (Android) or App Store (iOS)



SCAN ME

www.swimfactoryaustralia.com.au

1 Martin Street, Woodend QLD 4305

(07) 3543 3377

customercare@swimfactoryaustralia.com.au





TERMS & CONDITIONS

Bookings and Payments

- Swimming lessons are booked on an ongoing basis and run for 48 weeks of the year.
- The centre closes for three (3) weeks over the Christmas period and one (1) week at Easter. No fees are charged during these weeks.
- There are twelve (12) payment blocks in a calendar year and each block is four (4) weeks in duration.
- Families joining during any block will be required to make a pro-rata payment for any remaining lessons in the current payment block. Subsequent block payments are made by direct debit.
- Ongoing swimming lesson fees are paid by direct debit. Refer to the Payment Calendar for debit dates.
- Families can manage their direct debit payment information via the Customer Portal.
- Multi-swimmer/family discounts available.
- Discounted second-lesson rates are available to swimmers who enrol into a second ongoing weekly lesson.

Make Up Lessons

- Please remember to inform The Swim Factory Australia at your earliest opportunity if your swimmer is unable to attend a scheduled lesson. Informing The Swim Factory Australia prior to the missed lesson will entitle the swimmer to a make up lesson.
- The Swim Factory Australia offers an unlimited number of make up lessons for notified absences.
- Notice of an expected absence can be given in-person, over the phone or via the Customer Portal.
- Make up lessons must be booked within ninety (90) days of the missed lesson.
- Make up lessons are only valid for use during active enrolment and cannot be used following cancellation of regular lessons.
- Make up lessons can be scheduled for any available class up to a maximum of seven (7) days in advance.
- Make up lessons cannot be used as credit for future lessons.
- Make up lesson times are subject to availability and we cannot guarantee the same instructor.
- Failure to notify The Swim Factory Australia of any absence prior to the scheduled lesson time will forfeit any make up entitlement for that lesson.
- Make up lessons cannot be booked with any outstanding fees.

School Holiday Intensive Classes

- Week Intensive classes run during the school holidays and are available to selected learn-to-swim levels.
- Intensive classes must be paid in full at time of booking to secure your child's place.

Fees and Charges

- The Swim Factory does not charge any enrolment fees, transaction fees (via direct debit) or cancellation fees.

- In the event that a direct debit transaction is dishonoured, a penalty charge of \$7.75 will apply.
- Dishonoured payments cannot be re-debited. Families will be responsible for making payment via the Customer Portal, over the phone or in-person.
- Any payments made over the phone or in-person via EFTPOS may incur a transaction surcharge.
- Outstanding payments not received prior to the commencement of the following four-week block will incur a \$10 surcharge.
- Any lessons falling on a weekend (Saturday or Sunday) will incur a \$1.00 surcharge per lesson.
- All lesson fees and charges are subject to review and may be changed. Notice of any changes will be provided via family newsletter a minimum of one month in advance.

Cancellation

- Written notice must be submitted to The Swim Factory Australia a minimum of fourteen (14) days prior to the next scheduled payment date via the customer portal or by cancellation form (available from reception).
- Cancellations received at least fourteen (14) days prior to the next scheduled payment date will take effect at the end of the current payment block (and no further payments will be debited).
- Cancellations received within fourteen (14) days of the next scheduled payment date will take effect fourteen (14) days from the cancellation form being lodged. A pro-rata payment may be debited for any lessons that fall within the cancellation notice period.

Health and Safety

- Appropriate swimwear must be worn at all times while attending lessons.
- Caps and goggles are optional and can be purchased from reception.
- A parent/guardian must be present for the duration of their child's swimming lesson.
- Swim nappies/Aqua nappies must be worn by babies and toddlers who are not yet toilet trained.

Public Holidays and Centre Closures

- The Swim Factory will close for all gazetted public holidays and regional show holidays.
- Any swimmers affected by a public holiday closure will automatically be entitled to a make up lesson.
- The Swim Factory Australia will remain open during school holidays with the exception of three (3) weeks during the Christmas period and one (1) week during Easter.
- In the event of an unexpected closure, all affected swimmers will automatically be entitled to a make-up lesson for each missed lesson in the current block.
- In the event that a direct debit payment date falls within an unexpected closure, the debit may be postponed and processed during the week of reopening on the usual billing day. Any fees charged and processed may be reduced to reflect a pro-rata rate for any remaining lessons in the payment block.

Photography

- Photography within The Swim Factory Australia is permitted, provided that consent has been obtained from The Swim Factory Australia staff and any photos do not include other swimmers.
- Photography and/or videography is prohibited at all times within all toilet/changing facilities.