Booking Bug FAQs

1. **How secure is my data?** Booking Bug is an online system where data is stored on servers in the United States. No credit card details are stored.

2. **How do I purchase Holiday Intensives?** Intensives are a course for a fixed period during school holidays. To purchase, simply click on Intensives and BOOK for the week/weeks that you require, either Week One and/or Week Two of the holidays. Payment will be taken in the normal checkout process.

3. **How do I purchase term sessions?** This is a two-step process. Firstly you must BUY the type of offering you require i.e. Mini Squad 10 sessions (at 1 per week). Once purchased you must then BOOK your prepaid sessions on the dates and times you want i.e. BOOK Mini Squad.

4. **How do I BOOK multiple sessions?** Simply click on the days that you want, either by selecting the date on the calendar and then BOOKing the session or by scrolling through the sessions BOOKing on the sessions you want. All that has been selected will be loaded to your account and you will see them as you check out.

5. **What happens if I do not use all of my pre-paid sessions?** All sessions are made for the term only - at the end of each term all session account balances will be erased.

6. **What happens if I do not BOOK all of my purchased sessions?** These will remain on your account until the end of the term at which stage they will be forfeited.

7. **What happens if I BOOK more than my prepaid sessions?** When you get to the check out, the booking system will show that you have used all of your prepaid bookings and that you will be charged for the additional sessions. You can then choose to accept or decline that option for any one or more of the sessions.

8. **Why has the Swim Club adopted the online process?** The Swim Club has adopted the online system so that booking and payment can be made in one process and customers can book and vary the sessions that they wish to attend, allowing for personal circumstances i.e. birthdays and holidays. The Booking Bug also allows you to book and pay from the convenience of your home.

9. **Why has the Swim Club adopted a No Pay No Swim policy?** The Swim Club is a small community based organisation which strives to deliver good service at fair prices. Unfortunately, some customers choose not to pay their fees. This puts more pressure on those that do and reduces the capacity to deliver at a fair price.

10. **What if my child goes up a swimming level (i.e. from Mini to Junior) during the term?** Fees are paid for the term and there will be no financial penalty if the child improves. A change in level (i.e. from Mini to Junior) mid-term can only be done by the Swim Club Coordinator, in consultation with the coach.

11. **How do I vary my bookings?** You may vary your bookings up to 48 hours in advance of the session. Variations beyond that can only be done at the discretion of the Swimming Club Sub-Committee or will be forfeited.

12. **What happens if I am due a refund due to overpayment?** In the unlikely event that this occurs, it will be investigated and actioned appropriately by the Swimming Club Sub Committee.

13. **What if I do not like the Booking Bug option?** You can choose to fill out the enrolment forms manually and submit them to the pool office either directly or via email at swimclubcoordinator@icsspandc.com
14. Are Adult sessions available? Yes Adult sessions are available but they are subject to a minimum number of swimmers to make them viable. The Swim Club will advise when that criteria has been met.

15. What happens if the Swim Club cancels a lesson? If the Swim Club cancels a lesson, then that lesson will be credited to your account and you may choose to take a makeup session – this can be booked online or at the pool office. If that credit has not been used at the end of term you may request a refund from the Swimming Club or an account monetary credit. Refunds are at the discretion of the Swimming Club Sub-Committee.

16. Can I book my child in for more than five sessions per week? The Swimming Club endorsed by the P&C has a duty of care to swimmers and as such, swimming more than five times per week is actively discouraged. For swimmers with high level swimming goals increasing the number of swimming sessions can be discussed with the Head Coach.

17. How can I pay if I don’t have a PayPal account? PayPal is a secure payment system. To set up a PayPal account please visit [www.paypal.com](http://www.paypal.com). Alternatively payments can be made at the pool office or by completing the manual enrolment form.

18. What are the Swim Club requirements for each level? Progression is ultimately at the coach’s discretion and subject to space available but an outline of the competencies are as follows:

Learn to Swim

**Objective:** Promote water safety and awareness, and teach basics of freestyle and backstroke

**Overview:**
- Learning Kicking freestyle and backstroke
- Freestyle arm
- Side Breathing
- Water safety skills such as jump in and return to side unaided and introduction to swimming with clothes on.

**Outcomes for progression:**
- 12.5m Freestyle swim side breathing

Beginner Stroke

**Objective:** Develop and refine freestyle and backstroke skills further, teach basics of butterfly and breaststroke

**Overview:**
- Backstroke kick and arms
- Breaststroke kick and arms
- Butterfly kick

**Outcomes for progression:**
- 25m freestyle and backstroke
- Competence in breaststroke kick and arms

Multiple Stroke

**Objective:** Prepare the swimmer for demands of Mini Squad by increasing endurance work and introducing racing skills such as dives and turns.

**Overview:**
- Build swimmers up to 50m efforts in freestyle and backstroke
- Develop foundation of starts and turns
- Introduce butterfly arms and kick

**Outcomes for progression:**
- 50m freestyle and backstroke
- 25m butterfly and breaststroke
- Competence in push off dive and tumble turn
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Mini Squad
Objective: Transition from Learn to Swim to Squad training environment
Overview:
- A continued focus on the skills developed during the Learn to Swim program, through use of specific stroke drills
- Introduction to cardio work, particularly focusing on developing endurance in freestyle, backstroke and butterfly kick
- Development of full breaststroke technique
- Introduction of racing skills such as dives and turns
Outcomes for progression:
- Competent in 100m freestyle kick with fins
- Competent in 100m medley swim: butterfly, backstroke, breaststroke and freestyle
- Confident in 50m backstroke and freestyle
- Confident in 25m breaststroke and butterfly
- Knowledge of dives, turns and streamline off wall

Junior Squad
Objective: Squad Training introducing racing skills whilst continuing to focus on skill development
Overview:
- 60 minute duration. During initial sessions after graduation from Mini squad, swimmers will only swim for 45 minutes at the coach’s discretion.
- An increased workload and intensity to training sets compared to Mini squad, including an introduction distance and sprint work
- A continued focus of stroke technique developed in Mini squad, with the further introduction of maintaining this technique under tougher and longer intensities
- Further development of the starts, turns, streamline and finishes introduced in Mini squad (racing skills)
Outcomes:
- Competent in 100m kick freestyle.
- Confident in 100m freestyle, breaststroke, and backstroke
- Confident in 100m butterfly with fins
- Competent in starts, turns, streamline and finishes

Intermediate Squad
Objectives: Current peak squad with a focus on higher training intensities with a goal to attain competition/personal results
Overview:
- 75 minute duration. During initial sessions after graduation from Junior squad, swimmers will only swim for 60 minutes at the coach’s discretion.
- An increased workload and intensity to training sets compared to Junior squad, further increasing the distance and sprint work developed
- An introduction to high intensity anaerobic sets (increasing the distance a swimmer can maintain at a fast pace before lactic acid build-up occurs)
- Development of all starts, turns and finishes under further stress and race conditions
- Drill sets when appropriate to maintain and improve technique under higher intensities of work
- Goal setting introduced using the S.M.A.R.T system - Specific, Measurable, Attainable, Realistic and Timely
Outcomes for progression:
- An understanding of the importance of setting goals, and ideals attainment of these goals
- Goals may include personal best (PB) achievements, club records, club championships and JX/State qualifying times
- Ideally will feed into a new Competition squad that will focus more on achieving results at a higher level

Peak Competition Squad
Objective: Peak Competition Squad to be implemented over the summer term
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Overview for the Peak Competition Squad:
- 90 minute duration. Minimum session attendance required plus specific sessions that all squad members must attend each week
- Entry requirements: ability, attitude and goals
- Recent achievement of either JX level or State Qualifying time.
- If JX/State times are not achieved, the eligibility requirement can also be met by completing a specific training set that will sufficiently challenge potential applicants
- A proven attitude of discipline and respect at training and a willingness to dedicate more to training
- Swimmer must be willing to set high goals and work towards achieving them

Adult Squad
Objectives: Adult squad to be implemented over the summer term
Overview:
- 60-90 minute duration
- Individual goals to be discussed with the coach but may include improving and maintaining fitness, training for competitions/triathlons