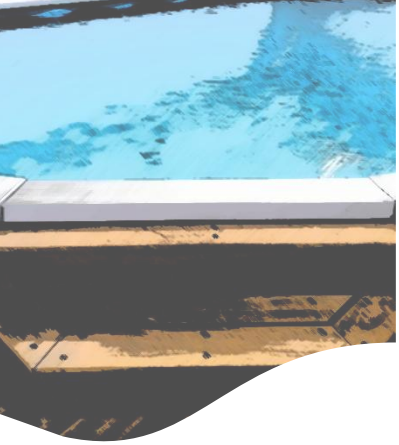


HEROES HOUSE
includes you

Little Heroes Swim Academy
leaders in inclusive aquatic education
include. thrive. survive.

GETTING HERE

Building 5, 160 Bourke Rd
(Sydney Corporate Park)
Alexandria NSW 2015
Click for Google Maps link

Driving and Parking Facilities
160 Bourke Rd provides the most direct access to the centre and main car park.

Patrons are entitled to 3-hours free parking per day within the surrounding precinct car park. The following rates apply past 3-hours:

Parking Time	Fees
0.0-3.0 hours	FREE
3.0-3.5 hours	$7.00
3.5-4.0 hours	$9.00
4.0-4.5 hours	$11.00
4.5-5.0 hours	$14.00
5.0-5.5 hours	$17.00
5.5-6.0 hours	$20.00
6.0-6.5 hours	$25.00
6.5+ hours	$30.00

There are three spots allocated to Little Heroes families, located directly in front of our centre and you are welcome to park here if they are available. Should the main car park be full, the secondary car park can be accessed via 150 Bourke Rd approximately 150m from Heroes House.

Public Transport - Train
Mascot train station (12-minute walk)

Public Transport - Bus
Bus stops along Gardeners Road and O'Riordan Street (8-minute walk)

Please see the accompanying map for directions and parking areas relative to Heroes House.

Little Heroes Swim Academy
Building 5, 160 Bourke Rd
Alexandria
NSW 2015

t 02 8084 8381
w www.littleheroesswimacademy.org
e info@littleheroesswimacademy.org
f www.facebook.com/LittleHeroesSwimAcademy

location and parking map

Pay and Display Parking

Driving path ➤➤➤➤➤➤➤➤➤➤

Walking path ——————

BOURKE ROAD

BOURKE ROAD

MASCOT STATION AND GARDENERS ROAD

breville

ultra football

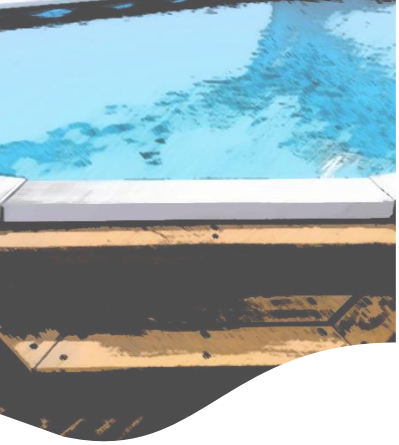
montessori academy

nubo

skyzone

Little Heroes Swim Academy

HEROES HOUSE
building 5
160 bourke rd
alexandria 2015



HEROES HOUSE
includes you

Little Heroes Swim Academy

leaders in inclusive aquatic education
include. thrive. survive.

WHAT YOU WILL FIND HERE

A centre that strives to be easy for everyone
With a platform lift, pool hoist, accessible changeroom, on-deck open showers, a comfortable parent lounge and secure outdoor play area, we hope Heroes House makes everyone feel at home and at ease.

Top-notch water quality and warm temperatures
With a state-of-the-art UV and Ozone system supplied by Brauer Industries, you will be swimming in the healthiest water to be found across any swim school. With temperatures staying between 31-33 degrees dependent on the season, swimmer comfort will be as good as it gets.

Things you can do to help take care of our house…
- No food in pool hall
- We ask that showers are primarily used for rinsing and that no products are used

Little Heroes Swim Academy
Building 5, 160 Bourke Rd
Alexandria
NSW 2015

t 02 8084 8381
w www.littleheroesswimacademy.org
e info@littleheroesswimacademy.org
f www.facebook.com/LittleHeroesSwimAcademy

LEVEL PROGRESSION

BUBSthrive

1

4-12 month old bubs with a parent/carer (5 students : 1 mentor)

- water familiarisation
- introduction to cues and holds
- introduction to breath control
- relaxed submersions
- basic recovery skills

next level: bubsthrive-2

2

1-2 year old bubs with a parent/carer (5 students : 1 mentor)

- relaxed entries
- development of breath control
- assisted and relaxed submersions
- assisted front and back positions
- assisted recovery skills

next level: bubsthrive-3

3

2-3 year old bubs with a parent/carer (5 students : 1 mentor)

- assisted and unassisted submersions
- unassisted front and back positions
- age-appropriate recovery skills
- preparation for transition into explorer 1

next level: explorer 1

explorer

1

under 5 years, beginner-intermediate (2 students : 1 mentor)

- relaxed entries
- breath control and relaxed submersions
- unassisted front and back positions
- basic recovery skills

next level: explorer 2

2

under 5 years, intermediate-advanced (2 students : 1 mentor)

- strong underwater propulsion up to 10m
- advanced unassisted recovery skills
- proficient roll to recovery breath

next level: voyager 1

3

over 5 years, beginner-intermediate (2 students : 1 mentor)

- strong underwater propulsion up to 10m
- unassisted front and back positions
- advanced unassisted recovery skills

next level: voyager 1

voyager

1

intro to stroke correction (up to 3 students : 1 mentor)

- relaxed freestyle arms
- relaxed backstroke
- intro to flip-swimming
- proficient over 15m

next level: voyager 2

2

intermediate stroke correction (up to 4 students : 1 mentor)

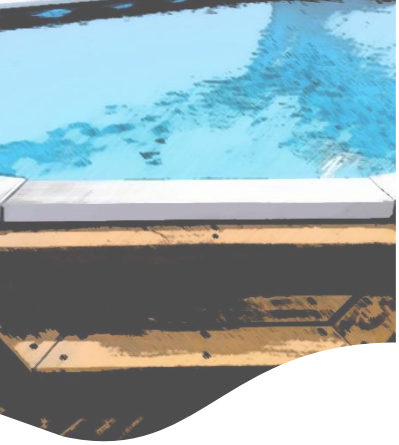
- freestyle bi-lateral breathing
- backstroke
- flip-swimming
- intro to breaststroke kick and dolphin kick
- all skills strong over 20m

next level: trekker

Little Heroes Swim Academy

leaders in inclusive aquatic education

include. thrive. survive.



HEROES HOUSE
includes you

Little Heroes Swim Academy
leaders in inclusive aquatic education
include. thrive. survive.

LESSONS - WHAT TO WEAR AND BRING

BUBSthrive (under 3's)
Little Heroes Swim Academy implements a double-layer policy for all BUBSthrive students. The first layer consists of a dedicated disposable swim nappy; the second layer MUST be sealed - firm and elasticised is best - around waistband and legs for containment of any potential contamination.

Considerations for other students
Additionally, for students of any age that are either not yet toilet trained or physically unable to control, a double-layer policy will also apply. The first layer needs to be suitably secure as the primary containment measure for a contamination. The second layer is backup should an accident occur.

Here are some distributors that we can recommend for **secondary** layers for BUBS through to young adults:
Little Toggs - https://www.littletoggs.com.au (check out their Happy Nappy)
Toastees - https://toasteeswetsuits.com.au

Please note that students with an unsuitable secondary layer may be refused entry into the pool. The quality of our water and the health of our students is of paramount importance to us. Our stance on secondary layers is firm to protect against a contamination in the pool and the subsequent necessary treatment (pool evacuation **and closure for up to 24 hours).**

Goggles
Goggles are generally a good idea once students are in classes on their own with a mentor. Unless your child has a significant aversion to goggles, they will enhance your child's experience in the water. Part of our curriculum involves swimming without goggles too, with the intention of students not being too reliant on them to swim.

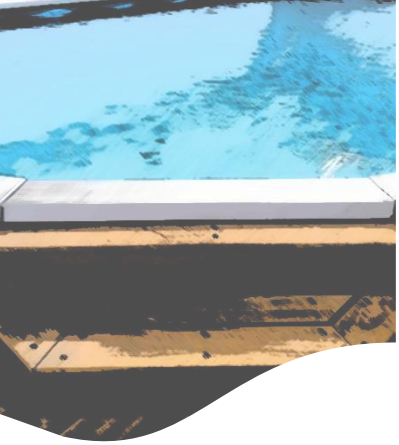
Don't have any yet? No problem, we have a range of quality Head goggles available for purchase. Come and see our front desk to check out your options.

CAN I COME AND SEE THE CENTRE BEFORE MY CLASS?

Absolutely, Heroes House includes you! We are proud of Heroes House and welcome walk-throughs to help students and their families acquaint themselves with the centre.

Little Heroes Swim Academy
Building 5, 160 Bourke Rd
Alexandria
NSW 2015

t 02 8084 8381
w www.littleheroesswimacademy.org
e info@littleheroesswimacademy.org
f www.facebook.com/LittleHeroesSwimAcademy



HEROES HOUSE
includes you

Little Heroes Swim Academy
leaders in inclusive aquatic education
include. thrive. survive.

LHSA Enrolment Terms and Conditions

ONGOING ENROLMENTS - We run all year round!

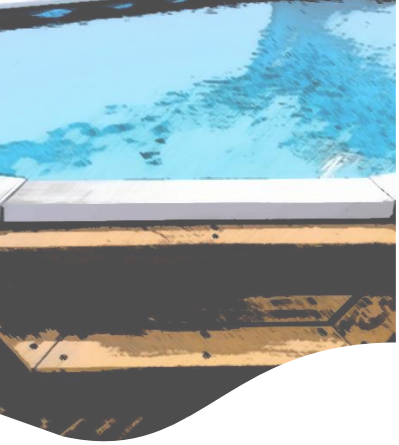
What are ongoing enrolments?
Lessons run all-year round, only breaking for End of Year closure over Christmas and New Year (generally two weeks). Instead of re-enrolling each school term, students will be enrolled into their chosen time and day which will remain until they either move up a level or a change/cancellation is requested.

Ongoing assessments will be undertaken by Little Heroes to ensure your child is in a level that allows them to thrive.

LESSON FEES – Schedule and Payment Methods

Enrolment Type	Fee per lesson
BUBSthrive (under 3's)	$25.00
Mainstream Student, *Heroes House Alexandria*	$33.00
Mainstream Student, *Souths Jrs Kingsford*	$30.00
Disability Student (1-on-1)	$40.00
Disability Student (Pairing/Group)	$30.00

- Lesson fees (charges) are recorded monthly, in advance and are due on the **1st of each month**
- Fees are calculated by the number of scheduled lessons for the calendar month, and may vary month-to-month accordingly
- **Required Recurring Billing (direct-debit)** – all families are required to have a valid bank account or credit card with Recurring Billing enabled (setup via the Member Portal or iClassPro app). On the 1st of each month, we will automatically debit **outstanding amounts for the current month**. (Click here to see How to Setup Recurring Billing)
- **Prepayments** - credit card, direct bank transfer or cash payments are accepted as prepayment for an upcoming month. **This must be done prior to the Recurring Billing debit processed on the 1st of the month.**
- Lessons do not run on Public Holidays, and End of Year closures. Fees do not apply for enrolments falling on/within these dates and are automatically deducted from your monthly statement.



HEROES HOUSE
includes you

Little Heroes Swim Academy
leaders in inclusive aquatic education
include. thrive. survive.

ABSENCES – Credits and Make-up Lessons

General Absences
In addition to the Xmas and New Year closure, families with active enrolments have access to complimentary credits (conditional on enrolment location) for **notified absences:

- **Heroes House, Alexandria enrolments** receive two (2) complimentary credits per calendar year
- **Souths Jrs, Kingsford enrolments** receive six (6) complimentary credits per calendar year

*** Absences must be notified at least 6 hours before the scheduled lesson and can be done via the Little Heroes Member Portal, Mobile App or emailing info@littleheroesswimacademy.org.*

- Complimentary credits are provided as a credit amount on your family ledger, equal to the value of approved notified lesson absences. Credits may be used separately or consecutively at a family's discretion.
- Once all complimentary credits are used within the calendar year, lessons missed due to non-medical absences will be generally forfeited.

Make-up Policy
We understand that missing classes is inevitable. Contrary to many programs, we do offer make-up lessons under the following conditions:

- Make-up lessons for notified absences are subject to availability
- No guarantees are implied or given for the availability of make-up lessons

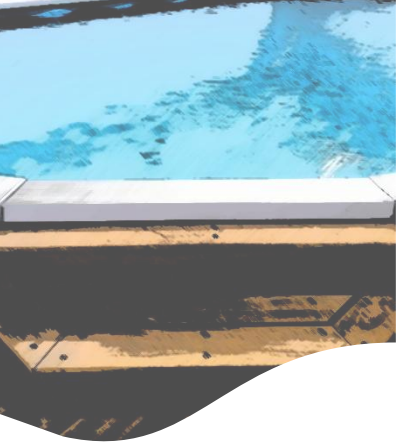
Little Heroes highly values our industry-leading low student to teacher ratios, and providing a viable make-up policy is helped by families paying it forward. By notifying your child's absence, you create availability for another family to potentially benefit from a make-up.

Medical Absences
Credits will be provided for extended medical absences under the following conditions:

- Absences are notified in advance (unless a later diagnosis is received)
- Extended absences are considered as **two (2) or more consecutive absences**
- Extended medical absences are recorded separate to complimentary credits. If make-up lessons are preferred in lieu of a credit, the normal make-up policy will apply

Little Heroes Swim Academy
Building 5, 160 Bourke Rd
Alexandria
NSW 2015

t 02 8084 8381
w www.littleheroesswimacademy.org
e info@littleheroesswimacademy.org
f www.facebook.com/LittleHeroesSwimAcademy



HEROES HOUSE
includes you

Little Heroes Swim Academy
leaders in inclusive aquatic education
include. thrive. survive.

EXTENDED BREAKS AND CANCELLATIONS

Extended Break

If a family has used their allotted complimentary credits, additional or extended breaks will be charged at 50% to retain the enrolment for a maximum of four (4) additional weeks. This will be in the form of a credit recorded against the break period.

Cancellations

Cancellations can be requested at any time under the following conditions:

- No notice period
- Family account must be up to date with no arrears
- Make-ups are available for unused paid-for lessons *(see Make-Up Policy above)*
- Refunds are not offered for unused lessons

Little Heroes Swim Academy
Building 5, 160 Bourke Rd
Alexandria
NSW 2015

t 02 8084 8381
w www.littleheroesswimacademy.org
e info@littleheroesswimacademy.org
f www.facebook.com/LittleHeroesSwimAcademy