



A New Era has Arrived.

justin norris



SWIM ACADEMY

The award-winning Justin Norris Swim Academy is a unique, specially designed indoor facility built for the specific purpose of teaching people to swim. It shatters the current image of Learn-to-Swim by providing members with a boutique service, not just a lesson.

Dual Olympian, Olympic Medalist and Triple Commonwealth Gold Medalist, Justin Norris has developed all programs to ensure the best start in life for your child. At the Justin Norris Swim Academy, you can take a magazine and relax in air conditioned comfort, sipping a gourmet coffee, while your child learns to swim through our special viewing area. When swimming finishes, your child can play in our dedicated children's playroom.

Our pools have been designed to ensure maximum progression for your child. A high performance UV (Ultra Violet) treatment plant providing safe, clean water, and special teaching ledges, ideal learning depths and ideal water temperature (32°C) all combine to ensure the best possible aquatic learning environment.

We teach without flotation aids to ensure your child has a better understanding of their limits and achieve correct positioning. We believe in low student to teacher ratios at appropriate levels so your child gets the attention they need.

The Justin Norris Swim Academy is passionate about meeting your aquatic needs. We do not aim to produce world class athletes, we aim to provide world class tuition. We welcome all ages and are open all year round. See our videos and other news on our website, www.justinorrisswimacademy.com

We look forward to seeing you at the Justin Norris Swim Academy.

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Program Overview



WATERBABIES (30mins with a parent/carer - 6 per class, 4 months to 2.5yrs)

Through a series of unique, progressive techniques, your baby will be able to comfortably submerge, free glide, turn around and propel themselves. They will be able to have a better understanding of their limits and will be less likely to get themselves into a situation from which they cannot recover. Parent participation ensures children are always practising exercises at their own level.

Learn-to-Swim Focus Groups, Pre School Age (30mins - 4 per class)



GUPIES (2.5yrs +, 5 per class with a parent/ carer)

Parent participation in this level is vital to ensure your child receives the maximum skill practise time. With one-on-one attention your child will swim better sooner! We introduce rockets, propulsion with kicking and sculling, submersion and basic Freestyle.



GOLDFISH

We aim to develop your child's Freestyle and Backstroke in a group situation. At this stage we focus on the child's head and body position to get them moving efficiently.



SNAPPERS

We focus on smooth, strong and easy Freestyle. We also refine your child's Backstroke technique and introduce elements of Dolphin kicking.

Learn-to-Swim Focus Groups, School Age (30mins - 4 per class)



BARRAMUNDIS

Our beginner level for school age children. We take nervous beginners and teach them the skills of great head and body position and work towards smooth Freestyle and Backstroke.



KINGFISH

This stage focuses on your child's development of Freestyle and Backstroke. We focus on head position, body position and stroke length – the keys to perfect swimming stroke.

Stroke Development



MARLINS

At the end of this class your child will be almost unstoppable, showing everyone who's willing to watch continuous easy Freestyle and Backstroke with fluid style and efficiency. We also introduce elements of Breaststroke, Diving and Turns.

Program Overview

Mini Squad (45mins - 8 per class)



DOLPHINS

The program now focuses on skill development in all four strokes. We teach efficient technique for Breaststroke and Butterfly as well as reinforce the correct skill in Freestyle and Backstroke. Race starts, Turns and Streamlining and Finishes are also developed.

Squad (45mins - 8 per class)



SHARKS

Sharks is designed for the emerging competitive swimmer. Emphasis is placed on refining your child's stroke technique in all four strokes.

Custom Program (15min/30mins)



DEEP WATER EXPOSURE LESSONS (DWE)

Held in deep water, these are designed to supplement your child's regular swim lessons to help them transfer their learnt skills across to different environments.



CUSTOM FAMILY LESSONS

Very popular format for families with two children or more. No waiting around - they can all swim at the same scheduled time. Fully customisable for your family means your children are always working at their ability level. A very successful structure - talk to us at the Front of House desk!



PRIVATE CUSTOM LESSON

We can customise the lesson to suit your requirements and work on anything from water confidence to high level race skills and strategies.



PRIVATE ADULT LESSON

If you've never learnt to swim properly then this is the class for you. From first-timers willing to have a go, to those looking for technique improvements, our program will meet your needs



PRIVATE LESSONS WITH JUSTIN NORRIS

Please phone Front of House for details.

DISABILITY PROGRAM

Please see Front of House for options available.

JNSA ELITE PROGRAM

Please see us to find out about Elite Squad and how you can be a part of it.



Aquatics Programs (1hr - no bookings required)



HYDROTHERAPY

A specially reserved pool time for people to do their own pool walking and exercises. Sorry, we do not allow lap swimming in this program. See our timetable at Front of House.

Membership Packages



Prices below are for one lesson per week. JNSA recommends 2 lessons per week for maximum improvement.

All Levels* - Overview

1 Month Members	\$10 ILP + \$25.50 per week - 4 weeks.
3 Month Members	\$20 ILP + \$24.00 per week - 13 weeks.
6 Month Members	\$25 ILP + \$22.50 per week - 26 weeks.
Bronze Members	\$35 ILP + \$21.00 per week - 52 weeks.
Silver Members	\$35 ILP + \$25.00 per week - 52 weeks.
Gold Members	\$35 ILP + \$31.00 per week - 52 weeks.
Extra Lessons	add \$16.00 per lesson.
Casual Lessons	\$28.00 per lesson.
Custom Family Lessons	from \$70.00 per week
Other lessons	see our FOH Desk for details

All Levels - Detail

1 Month and 3 Month Membership

A guaranteed reserved weekly lesson place.
No Freeze Credit.
No Make Up Lessons.

6 Month Membership

A guaranteed reserved weekly lesson place.
2 weeks Freeze Credit.
No Make Up Lessons.

Bronze Membership

A guaranteed reserved weekly lesson place.
4 weeks Freeze Credit.
4 Make Up Lessons (only with Doctor's Certificate)

Silver Membership

A guaranteed reserved weekly lesson place.
6 weeks Freeze Credit.
6 Make Up Lessons (only with Doctor's Certificate).
Latex Cap issued on joining.
Hot Drink each visit.

Gold Membership

A guaranteed reserved weekly lesson place.
8 weeks Freeze Credit.
10 Make Up Lessons (only need notice up to one week after the fact).
Private lesson.
Silicon Cap, Drink Bottle and T-Shirt issued on joining.
One Hot Drink, One Cold Drink and One Lolly or One Chips or One Ice Cream each visit.

- All new memberships or renewals are subject to the Initial Lesson Payment (ILP)
- You can nominate to pay Weekly, Fortnightly, 4 weekly by Direct Debit or Total Upfront.
- Families with three (3) or more children enrolled in the Academy are eligible for a discount. Please contact Front of House Staff for details.
- If your membership falls over Christmas it is compulsory to use one Freeze Credit.

Academy Policies



GENERAL CONDITIONS OF THE JUSTIN NORRIS SWIM ACADEMY

- Management reserves the right to change the policies of the JNSA at any time without notification.
- Management reserves the right to suspend the membership of any persons failing to comply with any of the policies or conditions detailed.
- Management reserves the right to suspend a membership if a member is found to be misusing their membership in any way or for any other reason.

FREEZE CREDIT POLICY

- You can use a Freeze Credit when you;
 - Are sick for a lesson
 - Want a rest
 - Go on holidays
 - Can't make it
- You must give notice (call/fax/email/see us) before the scheduled lesson start time.
- Notice is determined as to when we receive it, not when you send it.
- You cannot have your lesson at all if you have claimed a Freeze Credit for that week.
- Your Freeze Credit will reach a maximum depending on your membership package. After that you will no longer be able to accumulate Freeze Credit no matter what the circumstance.
- You do not have to claim any Freeze Credit if you wish to come to all the lessons.
- You must use one Freeze Credit over Christmas.
- If you cancel, you will forfeit all Freeze Credit.
- 1 Month or 3 Month Members are not entitled to freeze credits. Try an extra lesson (\$16.00) if you miss a lesson.
- When your membership expires you will receive an additional number of membership weeks corresponding to your Freeze Credit total. Your membership will be extended at no extra charge. Eg. Johnny joined as a Bronze member on 1/1/17. He accumulated 3 Freeze Credit weeks. When his membership came up on 31/12/17, he was entitled to 3 extra weeks at no charge. Johnny decided to renew as a Bronze member again. Therefore his new membership will start from the 21/1/18 and finish on 20/1/19. If he accumulates any Freeze Credit his membership will be extended at the end.

CHANGING DAYS

You can change days at anytime subject to availability. Please note, if you are changing days we can only hold one lesson place for you at any point in time. If you miss a lesson or are late for a lesson, you can do an extra lesson anytime for \$16.00 and still keep your regular place.

MAKE UP LESSON POLICY

- Make Up lessons are only able to be granted to certain memberships. 1 Month, 3 Month or 6 Month members are NOT entitled to make up lessons when they miss a lesson. Bronze and Silver members must provide a Doctor's Certificate to be granted a Make Up lesson.
- Gold members only need to give notice, up to a week after the lesson they have missed to be given a Make Up lesson.
- Make Up lessons must be used within a week of missed lesson.



CANCELLATION POLICY

- To cancel your membership you must pay the cancellation fee or pay out the remainder of your membership.
- If you cancel your membership, you cannot claim any Freeze Credit. You will forfeit the Freeze Credit.
- The cancellation fee = difference in what you would have paid to what you have paid + admin fee \$15.
- Gold and Silver members only need to pay the admin fee \$15. No Freeze Credit is claimable.
- Memberships are not transferrable.

Example.

Johnny joined as a Bronze member. After 7 months, he had to cancel. Johnny has to pay the difference in what he would have paid plus an admin fee of \$15.

What he would have paid = 30 weeks (7 months) x \$22.50 (6 Month Rate) = \$675.00

What he has paid = 30 weeks (7 months) x \$21.00 (Bronze Rate) = \$630.00

Therefore Cancellation Fee for Johnny is...

\$675.00 (what he would have paid) - \$630.00 (what he has paid) + \$15 (admin fee) = \$60.00

It would cost Johnny \$60 to cancel after 7 months of a Bronze Membership.

DISHONOURED FEES

Ezi debit will charge you a dishonour fee if your payment is dishonoured. Their dishonour fee, transaction fees and conditions may change. If you are not sure see us at JNSA. Your payments are your responsibility. If your payment is dishonoured for Two Consecutive attempts you will be notified. If a Third attempt is unsuccessful you will be charged a JNSA dishonour fee of \$10. Further refusal to cooperate will result in legal action.



HEALTH AND SAFETY POLICY

- Parents and children must not enter the water until your accredited instructor is ready and must leave the water immediately after class. There is no swimming before or after class.
- All children must be supervised at all times by their parents or carers when in the Academy, surrounding grounds and carpark to ensure their safety.
- Non-toilet trained members must wear washable aqua nappy swimmers. Disposable aqua nappies alone will not be permitted as they present a health risk to other members.
- Please do not bring your child to class if they have suffered any form of diarrhoea in the 48 hrs prior to their scheduled class. Please do not bring your child to class if they are suffering from any contagious illness.
- You will need to advise the Instructor and Front of House if your child has any illness, specific learning difficulties or disability before they begin classes in case of emergency. This also applies if your regular instructor is away or you change instructors.
- All members must wear swim caps in the class as this helps us maintain our clean water. Waterbabies can be exempt from wearing caps.
- Please do not bring any glass objects onto pool deck.
- Children must be completely dry before entering playroom.
- Children must wear socks (not shoes or bare feet) on the play equipment.
- All playroom rules must be observed at all times.

CHILD PROTECTION POLICY

- To help ensure members are safe, Parents and Guardians are responsible for members before and after all lesson times.
- Members under the age of 10 must be placed with their teacher before their lesson and picked up at the end of class.
- Parents with children under the age of 10 or those with special needs must be present at the Academy during their lesson time.
- Children not enrolled in the lesson must not enter the water at any time. We regard member safety as our highest priority.

SPECIAL CIRCUMSTANCES

You can apply for Special Circumstance consideration **in writing and with supporting evidence** to management of the JNSA. Payments will continue up until the special circumstance has been approved.

UPGRADING MEMBERSHIP

You can always upgrade, however if you upgrade to Silver or Gold and then Cancel, you cannot claim any Freeze Credit.

DOWNGRADING MEMBERSHIP

If you wish to Downgrade your Gold or Silver membership to a Bronze etc sometime throughout the membership period, then you must pay the Admin Fee and rejoin at the current price, Freeze Credit will not be redeemable.

PUBLIC HOLIDAYS POLICY

We will always be closed over the Christmas / New Year period and Easter period. There will be signage placed at the Academy to inform you if we are closed for a Major Public Holiday, otherwise we will be open.

A member whose lesson falls on a day we are closed can claim a Freeze Credit for that day.

Over Christmas you must use **one** of your included Freeze Credits in your membership. If we are closed during the year for a Major Public Holiday when your lesson falls you can apply for additional Freeze Credit above your membership limit. 1 Month and 3 Month members can be granted one additional week if their membership falls over Christmas.

ASSESSMENT POLICY

Children are constantly being assessed each time they are in at JNSA by their teacher. Teachers will recommend when your child needs to move levels. Teachers' feedback is regularly discussed so we can keep children improving to their ability. You, as a parent, are more than welcome to request to management or Front of House, a progress report at any time and we will provide our recommendation on the best course of action. We ask that you do not interrupt the teachers at any time.



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Industry Accreditation



Royal Life Saving
THE ROYAL LIFE SAVING SOCIETY AUSTRALIA



Dual Olympian, Justin Norris is an ambassador for Swim Australia, Royal Life Saving and AustSwim.



AUSTRALIAN
Swim
SCHOOLS ASSOCIATION



Justin Norris

Justin is a dual Olympian having represented Australia in the Sydney 2000 and Athens 2004 Olympics. He is an Olympic medalist in the 200 Butterfly and a finalist in the 400 Individual Medley.

In his career Justin has broken the Commonwealth and Australian records in both the 200 Butterfly and 400 Individual Medley. In Manchester, 2002, Justin won three individual Commonwealth titles in the 200 Butterfly, 200 Individual Medley and 400 Individual Medley.

Justin has also won medals at both the World Championships and World Short Course Championships. Justin spent five years at the world's leading sports facility, The Australian Institute of Sport, where he trained with the world's best athletes and learnt from leading coaches and sports scientists.

He and wife, Brooke, have three daughters, Sabre, Sockie and Naz and a son, Biggy.