



STUDENT ACCESS PASS

WHY DO I NEED AN ACCESS PASS?

Your Student access pass will make entry to your swimming lesson faster, by allowing you swipe student attendance is recorded and can also be used for access to bike cage and carpark.

WHERE DO I PICK UP MY PASS?

For all students, access passes are available for pick up at Main Reception.

You are able to be issued with a pass once a current payment method is attached to your account.

HOW DO I USE MY ACCESS PASS?

Scan your access pass at the gate entry at Main reception or on the access point scanner at Aquatic Reception. Parents are to follow student through the access.

Family members are welcome to watch a student swim in their lesson however, we recommend one parent where possible due to available space during peak times in our leisure area.

The child enrolled in the class with the Swim School membership (plus a parent if under 5 for Watch around Water) are able to swim free of charge up to one hour before or following their lesson.

If any additional parents or children would like to swim, casual entry will need to be paid prior to entry.

WHAT IF I LOSE MY ACCESS PASS?

Replacement access passes are available at main reception for a fee of \$10.00

WHAT IS MY ACCESS WINDOW?

You will be able to enter the leisure area up to 60 minutes prior your scheduled swimming lesson to change and get ready for class and/or swim in aqua free play zone.

WHAT IF I'M RUNNING LATE?

Late arrivals will have 15 minutes to scan in after the lesson has started.

WHAT IF MY ACCESS PASS DOES NOT ALLOW ME ACCESS TO THE SWIMMING POOL?

If you scan your pass and an error occurs, please speak to our Customer Experience team. This could be reflective of an error or debt on your account, expired payment methods, attempted access outside of access window or areas not covered by student membership

CAN I STAY AFTER MY SWIMMING LESSON TO PRACTICE?

You are free to stay and practice your swimming after your scheduled lesson for up to 1 hour.

WHAT IF I FORGET MY ACCESS PASS?

You will need to check in at reception. Please tell us your name and your swimming class details (time and level) so we can check you in.

9926 1555

www.melbournesportscentres.com.au

swim@melbournesportscentres.com.au