

Frequently Asked Questions

- What are your trading hours?
 - Winter Trading Hours: April – August
Monday to Friday 5am – 8pm
Saturdays 6am – 6pm
Sunday 8am – 6pm
 - Summer Trading Hours: September – March
Monday to Friday 5am – 9pm
Saturdays 6am – 6pm
Sunday 8am – 6pm
*Closed Good Friday and Christmas Day
- What if my Direct Debit falls on a public holiday?
 - If your DD is scheduled to be processed on a public holiday, the funds would come out of your account on the following business banking day.
- What concession cards do you accept?
 - Age, disability, veteran and companion/carer (please note the paying concession holder must be in attendance for the carer to receive concession entry).
- Do you accept Active Kids Vouchers
 - Yes we do! The \$100 Active Kids Voucher can be used for our Learn to Swim and Squad Programs.

Terms and Conditions

- The Active Kids voucher cannot be used to pay arrears owing on a family's account. If there are outstanding fees on an account the arrears need to be paid prior to the voucher being accepted
- If a voucher is presented and a credit of \$100.00 is applied on a family account we are unable to refund voucher credit if the child stops swimming or cancels their booking
- We are not able to accept a voucher that has already been redeemed (been used) at another sporting organisation. If presented with an invalid voucher the \$100.00 credit will be voided and fees will become outstanding on the account
- Vouchers must be redeemed in full
- How do we sign up for Learn to Swim?
 - First your child will need an assessment. These are free and held Monday to Friday from 9 – 11:30am, 3:30 – 5:30pm and Saturday 11:30am – 12pm.
- How do we sign up for Squad?
 - An assessment is required prior to joining our squad program. Assessments are free and are held Tuesdays and Thursdays at 3:45pm. Bookings are required.
- Do you sell towels
 - Yes we do! They are \$10.
- Does my child need an aqua nappy?
 - Children 2 and under, or that are not toilet trained need an aqua nappy. For your convenience they are available to purchase at reception.

- What is swim club?
 - Mingara Aquatics hosts a swim club fortnightly on a Friday, racing commences at 6:30pm, pool entry is \$3 per swimmer and parental supervision is required for swimmers 14yrs and under. If you would like to join, email your entry to pointscorer@mingaraaquatic.com by 6pm Thursday (the day prior to event). The schedule can be found [here](#)
- Do you open on public holidays?
 - Yes, we open 8am – 6pm on public holidays. However, we are closed Good Friday and Christmas Day.
- Do you offer adult lessons?
 - Yes we do, call us on 02 4349 7821 to enquire.
- Does your Learn to Swim program continue through school holidays?
 - There is a 6 week break over the Christmas/New Year period, however we continue classes throughout the rest of year.
- Do you have any school holiday activities?
 - Yes, we have the pool inflatable up every day in the school holidays from Monday to Friday 12pm to 2pm for kids aged 6yrs to 12yrs. Cost is only an extra \$5 on top of pool entry for the whole 2 hours.
- Can I use your Hydrotherapy Pool?
 - Yes. However, there are certain times that the pool has restricted access. See schedule [here](#)
- Do you have food or drink available?
 - Yes, visit our Wellness Café for a delicious assortment of food and drink. Opening hours are 6:30am to 5:30pm Monday to Friday, 7:30am to 2:30pm Saturday and 8:30am to 1:00pm Sunday.