

# SSAC Swim School Terms and Conditions

20221006

## Membership Types

### 1. Term memberships

Members who pay by term must pay for the term in full. The term cost will depend on the duration of the term and lesson prices. Term members will have up until two weeks remaining in the current term to re-book their spot into the same class; otherwise, that spot will become available to new enrolments. **Bookings will not be final until full payment is made.**

### 2. Direct Debit Memberships

Fees are calculated based on the number of lessons per year and are split across 26 fortnightly payments. Direct debit memberships are ongoing until cancelled by the membership holder. Fourteen days' notice is required to initiate cancellation. Fees will be debited from your nominated bank account or credit card fortnightly on a Thursday.

Direct debit memberships benefits include:

- no lock-in contract
- automatic rollover each term
- two make-up lessons per term
- FREE swimming all year round for each student outside swimming lessons
- 25% discount on the cost of participation in a second class
- one FREE holiday intensive aquatic lesson block
- FREE holiday activities (non-aquatic)

## Direct Debit Information

### 1. Pro-Rata Payments

A pro-rata charge will be generated based on how many lessons are in between your first lesson and the first scheduled direct debit date. This payment is to be made on booking a swimming class.

### 2. Rejection Process

A dishonour fee of \$5.50 will be added to the member's account each time a scheduled payment is rejected. You will be notified by phone if a payment has been rejected and advised that payment will need to be made over the phone. Three missed direct debit payments in a row will require payment of all outstanding amounts to Stawell Sports and Aquatic Centre within 24 hours of notification of the rejection, or the direct debit membership and your place in the class will be automatically cancelled.

### 3. Cancellation

Direct debit memberships are continuous unless cancelled by the member telephone to SSAC on (03) 5358 0550, or in person at SSAC reception. Customers who are on a fortnightly direct debit membership are required to provide 14 days notice if they wish to cancel their membership.



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#### CONTACT US

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#### 4. Summer suspensions

Parents can suspend their child's membership for a total of two direct debit periods (four weeks) over the summer holidays if they do not plan to use the facility. These suspensions need to be completed 14 days before the last debit of term 4. Memberships cannot be suspended at any other time of year without a medical certificate or a statutory declaration.

#### 5. Missed Lessons – Make-up Lessons

Every swim school member has two make-up lessons to use per term if a lesson is missed. This is done by finding the same level at a different time or on a different day. Please provide 24 hours' notice where possible to Stawell Sports and Aquatic Centre reception of your intention to miss a lesson. Once this has been done, a make-up lesson can be found **only if there is a class available**.

#### 6. Changes To Payment or Personal Details

The member must notify SSAC of any changes to the nominated bank account or credit card details at least 14 days prior to the next scheduled direct debit date. It is the responsibility of the member to inform SSAC of any changes to their account information, including address, email and phone number and credit card or bank details. Failure to change payment details will result in a rejection fee to be charged for each missed scheduled membership direct debit.

#### 7. Increases in fees and changes to your agreement

In the event of a fee increase or change to your agreement SSAC will provide 30 days written notification to you using the contact details you have supplied. We may also further publicise any changes:

- in our newsletter
- on our website
- a notice at the centre

### Additional Swim School Information

#### Family Discount

A 10% family discount will apply to any subsequent children enrolling from the same family in the same term.

#### Swim School Check-in

Swim School members must check in prior to every lesson. The member can do this with the membership card that is issued upon enrolment or by a Stawell Sports and Aquatic Centre staff member.

#### Public Holidays

Lessons do not run on public holidays or during school holidays. If your child's lesson falls on a public holiday you will be entitled to a make-up lesson in lieu of this missed lesson.

#### Request for a Class Change

A request to change classes is subject to a vacancy being available in another class.

#### Missed Lessons – Credit for Illness/Injury

A credit of missed lessons will only be applied if the student misses two or more consecutive lessons and a medical certificate or statutory declaration is provided for the missed dates. The credit will be applied to the student's account for the missed lessons and may be used towards the next term lesson fees. The credits will remain on the member's account for six months from the date of issue, after which time, they will be cancelled.

#### Illness

Please do not enter the pool if unwell, and refrain from using the centre for a minimum of fourteen days from the first sign that your family has contracted gastro-enteritis or diarrhoea.

### Supervision – (Watch Around Water)



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### 1. **Under five years**

Children under five years of age must be actively supervised by a parent or guardian. The parent or guardian of the child must wear a pink wristband to notify lifeguards that they are supervising their child. The parent or guardian must remain within arm's reach of their child at all times in and out of the water. If the child is being independently taught by an instructor, the parent must stay to watch the swimming lesson. There is no entry cost for a parent or guardian of a child under five partaking in a swimming lesson.

### 2. **Five to ten years**

Parents/guardians of children under the age of ten are required to accompany their child throughout the centre and actively supervise their child. Parents/guardians must remain in the pool area while their child is in the pool. Parents must stay and watch swimming lessons.

