



# Swim School Terms and Conditions

Stawell Sports and Aquatic Centre is managed by Northern Grampians Shire Council.

## Membership types

### 1. Term-based membership

Members who pay by each 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 24 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
- Make-up lessons (where appropriate should a child miss a scheduled lesson)
- FREE swimming all year round for each student outside swimming lessons
- 25% discount on the cost of participation in a second class
- One FREE Swimming Intensive Program per calendar year
- FREE holiday activities (non-aquatic)

All transactions have a fee applied by the payment gateway provider, World Pay. This fee will be on top of your agreed debit amount. Below is a list of the fees:

- Transaction Fee - Bank Account (per transaction attempt) - \$0.73
- Transaction Fee - Card (per transaction attempt) - \$0.36
- Card Merchant Rate - VISA/Mastercard - 1.93%

If you hold multiple memberships at SSAC that are under the same member profile within the membership system, all fees will be debited in one transaction, therefore you will only pay one fee outlined above.



## Direct Debit terms and conditions

### 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 upon booking a swimming class.

### 2. Declined payment process

A dishonour fee of \$10 will be added to the member's account each time a scheduled payment is declined. You will be notified by email and SMS if a payment has been declined and advised to log in to your member portal and balance the outstanding account. 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 on the client portal by 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.

### 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 and make-up lessons

Every direct debit swim school member is entitled to make-up lessons if attendance for the missed lesson is submitted five hours before the scheduled class. An absence can be recorded on the member portal or by contacting Stawell Sports and Aquatic Centre reception. All reported absences will be available to view in your account for a period of six months. A replacement class can be booked on the member portal or at Stawell Sports and Aquatic Centre reception. You can join any class by finding the same lesson level at a different time or on a different day. Make-up classes can only be booked seven days in advance and if only if there is a class availability.

### 6. Payment and personal detail updates

The member must notify Stawell Sports and Aquatic Centre of any changes to their nominated bank account or credit card at least 14 days prior to the next scheduled direct debit date. It is also the responsibility of the member to keep their account information up to date including address, email and contact number. All of this information can be updated in the member portal by the member directly or at Stawell Sports and Aquatic Centre reception. Failure to change payment details will result in a rejection fee being 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, Stawell Sports and Aquatic Centre will provide 30 days' written notification using the contact details you have supplied in your member portal. We may also further publicise any changes via:

- eNewsletter
- Website
- Social platforms
- Public notices / flyers

## 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 attendance

Swim School members must check in prior to every lesson. The member can do this with their membership card that is issued upon enrolment or by a Stawell Sports and Aquatic Centre staff member at reception. It's important you check-in so we can accurately record your enrolment and the lessons you have attended which informs things like skills assessments.

### 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 not be charged for this lesson. This will be reflected in your upfront term fees or in your fortnightly direct debit.

### Request for a class change

A request to change classes is subject to a vacancy being available in another class. Classes can be changed on the member portal or at Stawell Sports and Aquatic Centre reception.

### Missed lessons – credit for illness/injury

A credit for any 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 students' account and may be used towards the next term lesson fees. The credits will remain on the members' 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 14 days from the first sign that your family has contracted gastro-enteritis or diarrhoea.



## Supervision (watch around water)

### Under five years

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

### Five to ten years

Parents/guardians of children under the age of 10 are required to accompany their child throughout the centre and actively supervise their child at all times. Parents/guardians must remain in the pool area while their child is in the pool and must stay to watch their child's swimming lesson.