

MEMBERSHIP TERMS AND CONDITIONS



ENROLMENTS – LESSONS & SQUADS A signed enrolment form is to be completed, and submitted, with acknowledgement of terms and conditions. All new enrolments are completed by either submitting an Enrolment form, and completed Ezidebit Direct Debit form, in person, or by emailing a scanned copy to enquiries@elthamswim.com.au. Places are only secured once a completed direct debit form (EziDebit) and Enrolment form has been received, within 7 days of enrolment, or at your first lesson, whichever is the earlier. We do not hold places beyond these times.

CURRENTLY ENROLLED CLIENTS Continuing enrolment is deemed to be acceptance of these terms & conditions

ENROLMENTS ARE ONGOING Eltham Swimming School bookings are an ongoing booking, and once enrolled your booking will continue until an emailed **withdrawal notification** is received, subject to our cancellation policies (detailed below). Enrolments are on a **term** basis, however we charge fees by averaged monthly Direct Debit. Re-enrolments from Term to Term, and from Year to Year are not necessary once you are enrolled. This is an automatic re-enrolment.

NON TRANSFERABLE Memberships and lessons are non-transferable to other people and cannot be converted to other products or services.

REQUEST FOR LESSON CHANGES While every effort is made to accommodate requests for change, it is dependent on the availability of vacancies and no guarantee can be given to accommodate exact requests. At year end, a **LESSON CHANGE REQUEST FORM** is required to be submitted in person or by email to enquiries@elthamswim.com.au if you wish to change your lesson time. If wishing to retain your current lesson booking, you do not need to do anything, as this is an automatic procedure.

FEES & PAYMENT METHODS Lesson & Squad fees are paid by monthly Direct Debit (using Ezidebit), however bookings are for Terms listed below.

BOOKING LENGTH Bookings are for a **MINIMUM** of a full term (4 Terms per calendar year). Cancellations are only available at the end of each term, which conclude on the following dates. Students with Medical Certificates are excluded from these booking dates. Cancellation of upcoming terms is required two (2) weeks prior to the commencement of the upcoming term. Our terms have set conclusion dates.

Term 1 Good Friday (Easter) **Term 2** 30th June **Term 3** 30th September **Term 4** 20th December

ANNUAL CALENDAR An annual calendar is produced, and on display at the swimming school. Dates are posted on our website (www.elthamswim.com.au). It is the client's responsibility to make themselves familiar with dates.

MISSED LESSONS Compensation for missed lessons or make up lessons is not available (other than as Make – up Lessons) as a child's spot in a class is reserved solely for her / him during the term regardless of attendance.
Missed Lessons due to Government imposed Lockdowns. The first 2 missed lessons of each and every Government imposed lockdowns will be credited as Make - Up lessons with fees cancelled for lessons in excess of the first 2 lessons of each and every lockdown.

MAKE-UP LESSONS Students who are unable to attend lessons can organise unlimited make-up lessons. Make up lessons can only be provided if spaces are available. Clients are expected to accept lessons offered. Make-up lessons expire **only** when a swimmer discontinues their enrolment. We endeavour to cater to the needs of make ups, but as there can be no guarantee of spots becoming available for everyone, we strongly advise all students to attend all their allocated classes as losses will be borne solely by the absentee.

In addition, the following conditions apply:

The Eltham Swimming School office must be notified of non-attendance by either

- SMS 0400 072 991 email absences@elthamswim.com.au Parents Portal www.elthamswim.com.au

NOTIFICATION DEADLINES

Morning classes: notification must be received by 8:30am

Afternoon classes: Classes up to 5pm notification must be received by 3:30pm, classes from 5 pm onwards, notification must be received by 4 pm

FEES (& DIRECT DEBIT) You agree to have funds available in your nominated account on our scheduled debit date. If the bank rejects a transaction, your Direct Debit will be reset 3 days later. If your lesson occurs before the reset date, a payment must be made to reception prior to attending your lesson. **Failed payments remain due and payable as per your contract.** Ezidebit and your financial institute will charge a fee for failed debits. Any costs incurred by Eltham Swimming School in the processing of your fees will be passed on to you. Eltham Swimming School will charge a \$25.00 administration fee to each failed debit once 3 or more Direct Debit payments fail within a Calendar Year.

DISCOUNTS A discount is applied on fees if 3 or more siblings attend lessons. This does not apply to squads of 1 hour or more in duration.

TEACHERS AND TIME CHANGES We endeavour to provide you with consistency for your booking. In unusual situations, it may be necessary to cancel, or change classes or alter instructors. We will strive to maintain consistency, however this is not always possible.

CANCELLATIONS

This contract of membership can be voided if written notification is provided.

- 2 weeks prior to the end of each term (Good Friday, 30th June, 30th September & 20th December) for the subsequent term.
- By the 20th December each year, for the following year.
- Immediately on presentation of a Medical Certificate. Lesson bookings are not reserved.
- New Students who have enrolled for the first time, can cancel at anytime in the first 4 weeks of their enrolment. Debits will be adjusted to reflect lessons booked.
- All terms and conditions of membership are binding once the Eltham Swimming School term commences.

CRITICAL POLICIES

Each family is required to obey all safety signage and published policies of Eltham Swimming School. Please ensure you have read & understand policies, which include (but are not limited to)

- Make up Lessons
- Children in the water restrictions before & after lessons
- Swimming Attire (especially students who are not fully toilet trained who must wear correct aqua nappies.
- Dangerous articles:- Glass and other materials, which may be dangerous, are not allowed in the centre.
- No-Food policy
- Photographic & Video Images.
- Parental Supervision
- Privacy Statement

Please request a copy of any policies of which you are unaware.

TERMINATION OF SWIMMING LESSONS Eltham Swimming School reserves the right to terminate bookings should any student / parent:-

- Display inappropriate behaviour which causes harm or discomfort to others.
- Commits an act of vandalism that causes significant damage
- Uses offensive or abusive language and/or attitude to swim school staff or other customers.