



# C&M Aquatic Centre - Terms and Conditions

## Bookings and Payments

- Swimming lessons are booked on a perpetual basis.
- Perpetual bookings are paid by monthly direct debit.
- Direct debit customers initially pay a pro-rata amount from the date of booking until the 10<sup>th</sup> of the month by EFTPOS/Cash. Subsequent payments will then be by monthly direct debit.
- Direct debit payments are debited from the nominated account on the 10<sup>th</sup> of every month. A direct debit request form is to be completed upon making a booking.
- Guaranteed bookings are subject to payment being received in advance. Bookings without successful payment will be cancelled.
- Direct debit payments do not include public holidays or school holidays.
- The centre is closed for two weeks over the Christmas period.
- Intensive School Holiday Program bookings are only guaranteed once a full payment is received in advance at the time of booking by EFTPOS/cash.
- C&M Aquatic Centre reserve the right to cancel bookings if non-attendance for 4 consecutive weeks without notification. Lessons missed are non-refundable.

## Make Up Lessons

- To be entitled to a make up lesson, notice must be given 2 hours prior to the students' lesson.
- Only ONE make up lesson per month per position.
- Make up lessons are only valid for 30 days after the lessons were cancelled.
- If the make up lesson is not attended, that lesson will be forfeited with no refund.
- Make up lessons are not guaranteed and cannot be rescheduled.
- Unused make up lessons will be forfeited if booking has ceased.
- Answering machine is on at all times.
- Text message can be sent to C&M mobile **0437 286 784**.

## Fees and Charges

- Fees and charges are subject to review and may be changed. In the event of a price change C&M Aquatic Centre will provide at least one month's notice by email.
- Unsuccessful direct debit payments that are returned by the financial institution as unpaid will incur a \$4.40 failed transaction fee for each payment returned.
- Transaction fees are charged for each payment made by direct debit as stipulated in the IntegraPay DDR Service Agreement.
- A \$15.00 Administration fee applies to all credits.
- Lost scan cards will incur a \$5.00 replacement fee.

## Cancellation

- A cancellation form (available from reception or online) must be submitted to C&M Aquatic Centre in order to cease swimming lessons. The form must be submitted before the 10<sup>th</sup> of the month to ensure Direct Debit payments are ceased. Direct debit cancellations received after the 10<sup>th</sup> will take effect on the 10<sup>th</sup> of the following month.
- A valid Medical Certificate must be supplied to C&M Aquatic Centre to receive a credit for any unused portion of the month.
- All payments to the Centre for lessons are non-refundable.

- Credits are only issued if a valid Medical Certificate is provided to the Centre. Credits are only valid for 6 months from date of issue or will automatically be forfeited.
- C&M Aquatic Centre takes no responsibility for failure to notify the Centre of cancellation.

## Classes

- C&M Aquatic Centre reserves the right to consolidate classes at any time.
- C&M Aquatic Centre will aim to keep the same teacher for your child's lessons, but teachers may change without notice.
- Every student is issued a scan card upon enrolment. These cards must be scanned upon entry to every lesson.

## Health & Safety

- Appropriate swimwear must be worn at all times while attending lessons.
- Cotton T-Shirts and inappropriate swimming material are not permitted to be worn in the pool.
- Swim caps must be worn at all times during lessons (excluding parent and baby classes).
- Aqua nappies must be worn by babies and toddlers that have not been toilet trained.

## Supervision

- All children under the age of 12 must be accompanied by a responsible adult over the age of 18 at all times
- Parent/guardians must be present for the duration of their child's swimming lesson.
- School aged children are not permitted to use the opposite gender's change rooms and toilets. Unisex toilet is available in the café area.
- Children are not permitted to enter the pool without the instructor's permission and presence.

## Communication

- Preferred method of communication is email. All changes to terms and conditions, updates, promotions and newsletters will be distributed by email.
- C&M Aquatic Centre must be updated by customers of any changes to their personal details relating to enrolment.

## Photography

- Photography is only permitted if the images are only of your child and consent has been obtained from C&M Aquatic Centre staff.
- Strictly no photography (including mobile phones) in change rooms.
- Strictly no videoing in the centre.
- C&M Aquatic Centre video all classes for training and surveillance purposes.

## Privacy Policy

- In accordance with the Privacy Act 2001 all information collected by C&M Aquatic Centre is only used for the purpose and nature of the program. C&M Aquatic Centre will not disclose any information to a third party unless prior consent is given by that customer.