

Swim School Membership Form

Student Details

Full Name	M/F	Age	DOB	Level	Medical Conditions

Parent / Guardian Details

Name:			
Number:		Relationship:	
Email:			
Address:			

Membership Supply Period

The supply period for Periodic Membership Agreements is 4 weeks.	
Each Supply period is subject to a fee of \$	To be paid fortnightly in advance.

Important Conditions of Agreement

1. I understand that this direct debit swim school membership is a periodic agreement, for a minimum period of 4 weeks.
2. I understand that i will continue to be debited until such time as i or Adelaide Aquatic Centre terminate my swim school membership in the way set out in conditions.
3. I understand that this membership allows access at any time during operating hours, however there will at time be restrictions due to major events, carnivals and maintenance.
4. This membership is for the use of the person's details above only (non transferable).
5. I understand that Ezidebit will charge a dishonour fee in the event of a failed payment. I understand that it is my responsibility to ensure sufficient funds are available for the schedule debit to occur and account details are correct.
6. I understand that i must notify the adelaide aquatic centre on 8203 7665 of any changes to my personal or debit account details.

Acceptance of Member Conditions

Parent/Guardian to sign if member joining is under 18 years of age:

Student Name:		Signed:	Date:
Parent/Guardian Name:		Signed:	Date:

OFFICE USE ONLY

Student 1 No:	Student 2 No:	Student 3 No:	Student 4 No:
Details entered	Details entered	Details entered	Details entered
Student enrolled	Student enrolled	Student enrolled	Student enrolled
Card issued	Card issued	Card issued	Card issued
Medical notes entered	Medical notes entered	Medical notes entered	Medical notes entered
Confirmation email	Confirmation email	Confirmation email	Confirmation email

Swim School Membership Terms & Conditions



CITY OF
ADELAIDE

ADELAIDE
AQUATIC CENTRE

1. Introduction

- 1.1 This is an important document. It records the terms and conditions of your Swim School Membership with the Adelaide Aquatic Centre (AAC) and your right to make use of the aquatic facilities during the period of your membership. You should read this document carefully.
- 1.2 The AAC rules may change from time to time. The most up-to-date AAC rules will always apply. You will find a copy of the most up-to-date AAC rules by visiting our website: www.adelaideaquaticcentre.com.au

2. Membership Application

- 2.1 You may apply for Swim School membership with AAC.
- 2.2 We will only consider an application for membership upon receipt of a satisfactorily completed and signed membership / enrolment application.
- 2.3 Where a proposed member is under 18 years, a membership application must be completed and signed by the parent or guardian of the applicant, who will be bound by the membership contract.
- 2.4 We reserve the right to refuse any membership application without ascribing any reason therefore.

3. Periodic Agreement

- 3.1 Swim School memberships at AAC are a Periodic Agreement that continue on a periodic basis from Supply Period to Supply Period until terminated in accordance with section 5.

4. Swim School Supply Period

- 4.1 All AAC direct debit Swim School memberships have a 4 week Supply Period.

5. Direct Debit Membership Cancellation

- 5.1 To cancel your direct debit membership you are required to provide a cancellation request which must be submitted by:
 - using the 'cancellation request form' which can be obtained from the AAC Customer Service Centre or electronically via adelaideaquaticcentre.com.au; or
 - sending or personally delivering a written cancellation request such as a letter or email to swimschool@cityofadelaide.com.au (please note it is the responsibility of the member to follow up a written request to ensure the request has been received).

You may cancel at any time during any Supply Period, the cancellation will take effect at the End Time of the Supply Period.

- 5.2 You can cancel the Periodic Agreement with earlier effect than the End Time but you will still be liable for the Membership Fees to the End Time, unless agreed to by management.

6. Price Increases and Changes to Membership

- 6.1 Members will be given at least 14 days' notice of any changes to the price or structure of the relevant membership. All efforts will be made to notify members in writing dependant on current database contact details, as well as email, web and facility notices.
- 6.2 If a member does not agree with a material change to the price or structure of the relevant membership, the member may terminate his or her membership by following the cancellation procedure outlined in section 5.

7. Change of Rules/Terms & Conditions

- 7.1 The Terms and Conditions of entry to the AAC (displayed at front entrance and on website) apply to all members, casual visitors and spectators.

8. No Lesson Periods

- 8.1 During the designated No Lesson Period all Swim School Memberships direct debits will be automatically suspended and members will not be charged for this time, however if your account is financially up to date students can access the facilities during this time.
- 8.2 Annual designated No Lesson Period dates will be communicated to all Swim School members by the conclusion of February each year by the AAC website, email and displayed on centre noticeboards.

9. Membership Suspension

- 9.1 Two weeks voluntary suspension can be taken throughout the year where you suspend your membership in accordance with this clause:
 - 9.1.1. we will not charge you a suspension fee;
 - 9.1.2. suspensions must be taken in blocks of 7 days;
 - 9.1.3. all of your membership entry entitlements will be suspended during the suspension period;
 - 9.1.4 you are entitled to two weeks voluntary suspension per calendar year, per student.
- 9.2 Before you voluntarily suspend your membership you must inform us in writing that your membership will be voluntarily suspended at least 14 days prior to the time the period of voluntary suspension begins by:
 - completing a suspension form (available at the customer service centre) and leaving it with the customer service staff member
 - send or personally deliver a written suspension request such as a letter or email to swimschool@cityofadelaide.com.au (please note it is the responsibility of the member to follow up a written request to ensure the request has been received).
 - you must pay all membership fees up to the date on which the period of voluntary suspension begins.

Swim School Membership Terms & Conditions

9.3 If you are unable to attend Swim School Membership lessons, you may be entitled to a partial credit of the membership fees, where:

- a minimum of two and maximum of four consecutive lessons have been missed due to medical reasons;
- a written application for credit has been received by us within four weeks of the later of the missed lessons; and
- an appropriate medical certificate is provided to us with the application for credit, a pro-rata credit, up to a maximum of 50 per cent of the membership fee paid, will be issued which may be applied against future membership fees. Fees will not be refunded.

10. Missed Lessons

- 10.1 If the Learn to Swim member cannot attend a lesson, they can collect a Missed Lesson Pass from the Customer Service Office after the missed lesson has occurred.
- 10.2 This pass allows the Learn to Swim member, family or friends to utilise the facility for free within three (3) months of the missed lesson, on any day of the week. Passes will become void after this time.
- 10.3 Each pass is valid for a single use only and cannot be redeemed for credit or cash or in exchange for any other product or service.
- 10.4 If your card is lost, stolen or faulty please inform the Customer Service Office immediately. A \$2 replacement fee is applicable.
- 10.5 The Learn to Swim member has a choice of three (3) pass types.
- 10.6 Where a lesson is cancelled by AAC Swim School a one (1) lesson credit will be applied to your account based on the current per lesson fee.

11. Direct Debit Payments

- 11.1 All information regarding direct debit payments can be found in the DDR terms and conditions which can be found in facility or via the AAC website.
- 11.2 If EziDebit fails to debit your account on 3 consecutive debits cycles, we will remove the student from the program and issue an invoice for the total amount owing.

12. Replacement Cards

- 12.1 Replacement cards can be issued at a cost of \$2.

13. Privacy

- 13.1 When you join and during your membership, we will have access to personal information about you, such as about your health and financial situation. We will only use, disclose or deal with your information in accordance with our privacy policy.
- 13.2 We may sometimes film or photograph the facilities. It is possible you may appear in the background. By entering into this membership contract, you agree to allow us to use your image in promotional and other business related material.

14. Management Rights

- 14.1 Facility access is subject to change and availability at AAC's absolute discretion without notice. During major events, members may have limited access to facilities including pools, classes, car parking and other products and services. AAC management reserves the right to alter the Swim School program at any time. This may include but is not limited to changing class times, instructors or format.

15. Student Behaviour

- 15.1 Inappropriate student behaviour is not acceptable and management reserves the right to remove a student from a lesson. No liability will be held by the AAC.