

SAWS Terms and Conditions of Use

General Conditions:

All members must complete all the required forms before commencing lesson. All participants must abide by general terms and conditions of the SAWS Program. Management reserves the right to refuse entry, suspend or cancel a membership without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry. Every effort will be made to adhere to the timetable but Belgravia Leisure reserves the right to change and alter classes as necessary.

Payment of Fees:

Direct Debit SAWS memberships incur a \$25.65 one off Admin Fee which is debited with your first instalment. There is a 7-day cooling off period from the time of enrolment for this membership option. These terms do not apply to upfront payments. All money is to be paid in full prior to commencing lessons and repaid prior to the expiry date of the current block to continue lessons in your current class

Progression:

Students will progress through the levels of the program as they attain the skills and confidence. The rate at which each student progresses will be assessed on an individual basis.

Reception and Access:

All SAWS members must swipe or present their card at reception every time they attend the centre. If the participant misplaces their card, it is advised the Centre be notified immediately. A replacement fee will be charged for the replacement card. SAWS members are to advise of any changes in address or phone numbers. SAWS members are to understand that the facilities are available to the general public and not exclusively to the members

Clause:

- a) If you fail to make complete payment at any given time you will be notified and given 14 days to rectify any outstanding payments. If you have not remedied the situation within 14 days we will inform you in writing of the action and you will be suspended from using the centre until outstanding monies have been paid in full.
- b) I understand that after my minimum period, the account will continue to be charged at the rate specified unless I give AKAC notification to cancel my membership.
- c) Notification to temporally suspend my membership must be received 7 days or more prior to the start date of the requested suspension.
- d) I understand the membership rate on the front page of this form will apply unless the centre provides me with a minimum of 30 days' notice of fee changes

Missed Lesson:

is a **maximum of 2 Make-up lessons per minimum program instalment (16 weeks) only with a doctor's certificate.**

These are not able to be tacked on the end of your enrolment period. All credits are to be utilised by the 31st December each year or they become void. **Upfront Members – ALL make-up classes must be used prior to the expiry of your current instalment or they become void. If a make-up class is not available at the requested times you will receive a family swim pass, credits will not be carried over.

PRIVATE LESSONS need to give at least 24 hours' notice for another lesson to be arranged or you forfeit the lesson.

Suspension – DD Members ONLY

Maximum of 2 week free suspension per Calendar year is available. A suspension form must be filled in, in centre, with minimum 7 days' notice

Cancel lations:

Each membership has a minimum term of 16 payments. No contract can be cancelled before this term has been reached. Minimum of 14 days' notice after minimum term is completed. Notification is required by completing a cancellation request at the centre.

Membership:

All memberships are based on a 52 week membership. DD members get free swimming on non-lesson days. This membership provides you with 48 weeks of lessons and 4 weeks free family swimming over the summer break. It also entitles each child to one week of intensive lessons over the summer break. If you wish to suspend over the summer break a suspension form needs to be filled out in centre.

Supervision:

Parents are **NOT** permitted to leave children under the age of 14 unaccompanied at any time while they are in the Centre, including during a Swimming Lesson. Children must be accompanied by a guardian 16 year or over at all times.

Even ts:

Please Note that the Centre is a large multipurpose facility and may be used for sporting events throughout the year. During these periods there may be disruptions to the availability of the Centre for swimming lessons. The Centre will use its best endeavours to accommodate all users of the Centre during these periods; however, in some circumstances cancellations may be necessary. The Centre will make every effort to keep you informed of potential disruptions or cancellations throughout your child's enrolment in the SAWS program.

Nappy Policy:

All students 3 years and under are required to wear a tightfitting swimmer nappy at all times.

Parent/Guardian signature accepting T & C's:

In the event of a missed lesson **The Centre must be supplied with a doctor's certificate and notified prior to your lesson** by sending an email to makeuplesson@akac.com.au. There

