

## 2018 Direct Debit Time Stop Request / Cancellation Form

Please select one:     **Direct Debit Time Stop**                       **Direct Debit Cancellation**

### Family Details

Student's Name/s: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Phone: (H) \_\_\_\_\_ (M) \_\_\_\_\_

Email: \_\_\_\_\_

**Please indicate the 2018 Direct Debit period you wish to cancel or stop:**

<b>2018 January</b> 1 Jan to 14 Jan <input type="checkbox"/> 15 Jan to 28 Jan <input type="checkbox"/>	<b>April</b> 26 Mar to 8 Apr <input type="checkbox"/> 9 Apr to 22 Apr <input type="checkbox"/>	<b>July</b> 2 Jul to 15 Jul <input type="checkbox"/> 16 Jul to 29 Jul <input type="checkbox"/>	<b>October</b> 24 Sept to 7 Oct <input type="checkbox"/> 8 Oct to 21 Oct <input type="checkbox"/> 22 Oct to 4 Nov
<b>February</b> 29 Jan to 11 Feb <input type="checkbox"/> 12 Feb to 25 Feb <input type="checkbox"/>	<b>May</b> 23 Apr to 6 May <input type="checkbox"/> 7 May to 20 May <input type="checkbox"/> 21 May to 3 Jun <input type="checkbox"/>	<b>August</b> 30 Jul to 12 Aug <input type="checkbox"/> 13 Aug to 26 Aug <input type="checkbox"/>	<b>November</b> 5 Nov to 18 Nov <input type="checkbox"/> 19 Nov to 2 Dec <input type="checkbox"/>
<b>March</b> 26 Feb to 11 Mar <input type="checkbox"/> 12 Mar to 25 Mar <input type="checkbox"/>	<b>June</b> 4 Jun to 17 Jun <input type="checkbox"/> 18 Jun to 1 Jul <input type="checkbox"/>	<b>September</b> 27 Aug to 9 Sept <input type="checkbox"/> 10 Sept to 23 Sept <input type="checkbox"/>	<b>December</b> 3 Dec to 16 Dec <input type="checkbox"/> 17 Dec to 30 Dec* <input type="checkbox"/>
<b>(Time Stop)    Dates Not Attending:</b>			
<b>(Cancellation) Last Lesson Attending:</b>			

<b>Class Level / Day(s) / Time:</b>	
<b>Reason to Stop / Cancel:</b>	

#### Direct Debit Time Stop Terms & Conditions:

Please submit this form to the aquatic centre office at least **five (5) working days** in advance of the next scheduled fortnightly direct debit payment period if you wish to place a freeze on your direct debit payments. Time stops can only be applied in multiples of 7 or 14 days in accordance with the direct debit periods (Monday to Sunday), a *maximum of three (3) weeks at one time*, totaling a cumulative maximum of 12 weeks per year (12-month period). **Time stops cannot be applied to gymnastic bookings.**

#### Direct Debit Cancellation Terms & Conditions:

Please submit this form to the Aquatic Centre office **one full fortnight (14 days)** prior to the next scheduled direct debit if you wish to cancel further lessons. Please note that the *minimum booking period of 16 weeks* must be completed in order for us to process the cancellation (excluding any time stopped periods). All make up lessons are void upon cancellation. **Cancellations for Gymnastic booking cannot be processed until the conclusion of the term. There are no refunds for early gymnastic cancellations.**

#### Declaration:

I have read and understood the Terms & Conditions pertaining to my requested time stop/ cancellation.

**Signature:** \_\_\_\_\_                      **Date:** \_\_\_\_\_

#### Office Use Only:

Form accepted and checked by: \_\_\_\_\_ Date: \_\_\_\_\_

Direct debit time stop / cancellation approved and processed:

## TERMS & CONDITIONS

All participants must abide by the general terms and conditions of the MLC School Aquatic Centre. Management reserves the right to refuse entry or cancel a class 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 published timetable however, MLC School Aquatic Centre reserves the right to change and alter classes as necessary.

### PAYMENT OF FEES

All gymnastic activity fees must be paid in full at time of booking unless opting for the direct debit payment method.

All learn to swim / squad / gymnastic direct debit members must complete and sign all the required forms before commencing lessons.

**PRIVACY** - We acknowledge that MLC school aquatic centre may from time to time collect personal information about parents and students, which may be necessary for the swim school's function or activities. We authorise the aquatic centre to use and disclose information in such a manner as the Manager may deem appropriate for the purposes of the student's health, care, welfare or development. We give permission for photographs of the student to be used for promotional and other marketing material. We acknowledge having read the School's Privacy Policy.

### RECEPTION & ACCESS

Participants must swipe or present their card at reception each time they attend the MLC School Aquatic Centre. If the participant misplaces their card, a fee of \$2.50 will be charged for a replacement. Participants are to advise of any changes in address or phone numbers. Wheelchair/pram access can be arranged. Customers that wish to be issued with a pram access swipe pass must provide a signed copy of the pram access contract prior to a pass being issued, a \$5.00 refundable deposit is required prior to issue of these passes. MLC School Aquatic Centre cannot guarantee the availability of pram access passes. A replacement fee of \$10.00 applies to lost pram access passes.

### ASSESSMENTS

Assessments are ongoing as children develop at their own pace. Please speak with the Swim School Instructor in Charge on the pool deck at the time of the lesson regarding any queries or feedback required.

### MISSED LESSONS

A make-up lesson is a replacement class for a missed lesson. Regular attendance is always recommended, however there may be occasions where this is not possible. In these cases, we will offer an additional available class. Although we appreciate prior notification of absences, if a lesson cannot be attended the aquatic centre office requires that you provide **24 HOURS PRIOR NOTICE** to be eligible for a make-up lesson. Where 24 hours' notice cannot be provided, a doctor's certificate is required. Exceptions will not be made so we kindly ask that you adhere to the policy in order to avoid disappointment or refusal of a make-up lesson.

There is no maximum number of make-up lessons available to customers. Make-up lessons will be arranged where there are vacancies available in scheduled classes. Make-up lessons are not guaranteed and NO credit or refund can be issued in lieu of make-ups. Make-up lessons must be organised either in person, or via phone (8741 3154). When booking a make-up lesson please ensure that the time is suitable. Once booked, a make-up lesson cannot be changed.

### CANCELLATIONS

After the **minimum booking period of 16 weeks** has passed and you wish to cancel further lessons, a direct debit cancellation form must be received by reception staff one full fortnight (14 days) prior to the next fortnightly direct debit period. Refunds will not be provided for any unused portion of the minimum booking period of 16 weeks (booking period excludes any time stopped periods). All make up lessons are voided upon cancellation of lessons. **There are no refunds or credits provided for gymnastic cancellations.**

### TIMESTOPS

If you wish to place a freeze on your direct debit payments, a time stop form needs to be received by the aquatic centre office **at least five (5) working days in advance of the next scheduled fortnightly direct debit payment period**. Time stops can only be applied in multiples of 7 or 14 days in accordance with the direct debit period (Monday to Sunday), a maximum of three (3) weeks at any one time, totaling no more than 12 weeks per year. Please be aware that once a time stop is processed, the student is not permitted to attend classes within the period that the time stop has been applied to. A separate form must be completed for each student that you are requesting the time stop to be effective for. In case of medical incapacity, a time stop may be backdated on presentation of relevant supporting medical evidence.

### SUPERVISION – Learn to Swim

Parents are not permitted to leave children under the age of 10 unaccompanied at any time whilst in the aquatic centre. Children under the age of 10 years must be accompanied by a responsible person 16 years or over at all times.

### GYMNASTICS

All gymnastic bookings are subject to the following additional terms and conditions. There are **no make-up lessons** provided for missed gymnastic classes. Gymnastic bookings are made on the assumption that the student will attend the entire term (both term payments & direct debit). **No refunds** will be provided in lieu of early cancellations. Cancellations for students utilising the direct debit payment option will be processed upon the final day of each term.

### HEALTH ISSUES

Appropriate and suitable clean swimming attire is required for entry to the pool. Students are required to shower prior to entering the pool. We request that children up to the age of 24 months' wear bathers with elastic waist and leg bands or 'aqua nappies'. Disposable or cloth nappies are not permitted.

### MULTIPLE CHILD DISCOUNTS

If a family has 3 or more children participating in swim lessons at any one time, a discount of 20% applies to the 3rd student, 30% discount to the 4th student and 40% to any additional students. MLC students receive a discount of 20%, however this is not added on top of any multiple child discount.

### MEDICAL CONSIDERATIONS

Please inform the aquatic centre office of any medical considerations relating to your child. This information is important to the instructor, ensuring that all the necessary action is taken to ensure the safety of your child and other children. In the case of an extended illness or injury resulting in more than 2 missed lessons please contact the aquatic centre office with an appropriate medical certificate and we will discuss any options available to you.

### PHOTOGRAPHY & VIDEO

Photography & video is not permitted within the MLC School Aquatic Centre. Please respect the privacy of other users during your visit to the centre.