

Customer Information Form

AQUAMOVES SWIM SCHOOL

REGISTRATION



Aquamoves is proudly provided by Greater Shepparton City Council

NEW CUSTOMER
 RENEWAL

UPDATING INFORMATION

PARENT/GUARDIAN DETAILS

FIRST NAME _____ LAST NAME _____

DATE OF BIRTH _____ SEX MALE FEMALE

ADDRESS _____

_____ SUBURB _____ POSTCODE _____

PHONE _____ MOBILE _____

EMAIL _____

EMERGENCY CONTACT NAME _____

RELATIONSHIP _____ EMERGENCY CONTACT NUMBER _____

STUDENT DETAILS

PARTICIPANT NAME	DATE OF BIRTH	MEDICAL CONDITIONS	FORTNIGHTLY DIRECT DEBIT FEE
1.	/ /	If 'YES' please provide details to Aquatic HQ.	\$
2.	/ /	If 'YES' please provide details to Aquatic HQ.	\$
3.	/ /	If 'YES' please provide details to Aquatic HQ.	\$
4.	/ /	If 'YES' please provide details to Aquatic HQ.	\$

PAYMENTS

FOR THE AGREED SERVICES, THE DIRECT DEBIT COSTS ARE:

\$ PRO-RATA \$ REGULAR FORTNIGHTLY DIRECT DEBIT FEE

FOR THE AGREED SERVICES, THE UP FRONT COST IS:

\$ TERM FEE UP FRONT

PAYMENT DATE: / / REGULAR DIRECT DEBITS START: / /

TERMS AND CONDITIONS

I (PRINT NAME) _____

have read, understood and accept the terms and conditions of this selected product, as printed on the reverse of this form.

SIGNATURE _____

Privacy Statement – The personal information contained in this document is collected to provide contact information for organisations or individuals, wishing to enrol into Learn To Swim lessons. Information such as medical details are required to assist in accomodating the individual's needs and abilities. This information may be disclosed to other areas of Aquamoves/Council or third parties should contact be necessary regarding an issue with the booking and in accordance the Information Privacy Act.

OFFICE USE ONLY

MEMBERSHIP NUMBER # _____

STAFF NAME _____

REG DATE _____

PAID IN FULL

PRO RATA PAID UP FRONT

STUDENT BOOKED IN LINKS

AQUATIC HQ TO MAKE CONTACT TO ENROL

M15/80122

Customer Information Form - Aquamoves Swim School Registration

TERMS AND CONDITIONS

Entry to Greater Shepparton City Council's Leisure Centre Aquamoves, is subject to our Terms and Conditions. To view a complete list of these, please visit www.aquamoves.com.au.

AQUATIC EDUCATION PAYMENT OPTIONS

1) Easy Pay 2) Term payment

EASY PAY MEMBERS ONLY

PAYMENT

Easy Pay payments are debited from a nominated credit card or bank account on a fortnightly basis.

Fees are calculated based on the number of lessons per year and are split across 26 fortnightly payments. Easy Pay memberships are ongoing.

BENEFITS OF EASY PAY

Easy Pay members are entitled to access the Aquamoves facilities all year round, including non-lesson periods (school holidays and public holidays). Also included is access to Greater Shepparton City Council's rural pools (Tatura, Mooroopna and Merrigum) during the summer season. Parents/Guardians are required to pay unless the child is aged two and under, in which case one parent/guardian will gain free entry.

CANCELLATION

Easy Pay Memberships are ongoing unless cancelled by the member. Customers on a fortnightly Easy Pay membership are required to provide 14 days' written notice if they wish to cancel their membership.

CHANGES TO PAYMENT/PERSONAL DETAILS

The member must notify Aquamoves of any changes to the nominated bank account or credit card details at least 14 days prior to the next scheduled Direct Debit date. It is the responsibility of the customer to inform the centre of any changes to their account information, including address, email and phone number and credit card expiry.

PAYMENT PROCESS AND REJECTION FEE

Should your Easy Pay direct debit payment be dishonoured, you will be required to make payment (plus a \$12 rejection fee) to Aquamoves customer service prior to the next scheduled direct debit, or the \$12 rejection fee will automatically be added to your next scheduled direct debit. A dishonour of two debits in a row will require payment (includes two \$12 rejection fees) to customer service within 24 hours of notification of the rejection, or your Easy Pay membership will automatically be cancelled and your place in the class lost.

TERM MEMBERS ONLY

PAYMENT

Term members pay an upfront term fee based on the term duration. **Members are required to re-book their class during the designated re-booking period each term, if they wish to secure a place for the next term.** At the time the booking is placed, payment must be made in full to confirm the booking. Upon receiving this payment a receipt will be issued to confirm the class time.

CANCELLATION

A change in personal circumstances of the member shall not entitle the member to a refund/credit. To cancel a swim lesson enrolment, a cancellation form needs to be completed and returned to the centre, stating the date the participant is to be withdrawn from lessons. **A refund for the remainder of the term will not be given.**

EASY PAY AND TERM MEMBERS

FAMILY DISCOUNT

A 10% family discount will apply to the third child and any subsequent children enrolling from the same family in the same term.

MISSED LESSONS - CREDIT FOR ILLNESS

A credit of missed lessons will only be provided if the student misses three or more consecutive lessons and a medical certificate is provided for the missed dates. A credit will then be applied to the student's account for the missed lessons.

PEOPLE WITH DISABILITY LESSONS

If you or your child/children are enrolled in People with Disability lessons, please notify the centre at least 24 hours prior to the start of the lesson if you are unable to attend. If less than 24 hours' notice is given, you will still be charged for this lesson. If due to illness and a medical certificate is provided, the participant is eligible to be credited for the time specified in the medical certificate.

TERM MEMBERS CREDIT

Credit may be used towards the next term lesson fees and will remain on customer accounts for a period of six months.

EASY PAY MEMBERS CREDIT

The direct debit fortnightly fee will be amended based on the credit received.

SWIM SCHOOL MEMBERSHIP CARDS

Membership cards must be presented to customer service or alternatively swiped through the turnstile on entry to the centre.

PUBLIC HOLIDAYS/SCHOOL HOLIDAYS

Classes do not run on public holidays or term school holidays.

ILLNESS

If you or your children have had "Gastro" or Diarrhoea type symptoms, please refrain from using the pool for at least two weeks.

SWIMMING ATTIRE

All students who are not fully toilet trained must wear correct aqua nappies whilst in the pool during and after lessons.

REQUEST FOR CLASS CHANGE

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 requests for both Term and Easy Pay members.

CLASS CHANGES

In the instance class numbers fall below the required minimum, the class may be changed to a different day and/or time. Notice will be given prior to this occurring.

SUPERVISION REQUIREMENTS - WATCH AROUND WATER

As per centre guidelines, parents/guardians of children under the age of 10 are required to accompany their child within the centre and actively supervise their child at all times. **Parents/guardians of children under the age of five (5) are asked to actively supervise their child and remain within arm's reach at all times.** Participants under the age of ten (10) years must be presented to their teacher at the commencement of the lesson and parents/guardians are asked to remain poolside and actively supervise their child whilst the lesson takes place. Before and after swimming lessons parents/guardians must abide by the centre's supervision guidelines.

EXCLUSION OF LIABILITY FOR DEATH OR PERSONAL INJURY

To the maximum extent permitted by law, Aquamoves excludes liability for any death or personal injury for breach of condition implied by section 32J or section 32JA of the Fair Trading Act 1999 in relation to the supply of recreational services under this document, which includes where services are not supplied with due care and skill not reasonably fit for their purpose.

CHANGES TO MEMBERSHIP T&Cs

Members will be given one (1) months' notice of any changes to the swim school membership terms and conditions.