

NAME:

## Ezyswim Bankstown Class Terms

1. **Notice by Email.** Any changes to Terms & Conditions will be advised in writing by email.
2. **Initial Payment.** Initial payment must be made in full at the time of booking by credit card (Visa & MasterCard only). A pro rata amount will be charged for the first month.
3. **Participation.** Participation in the program is subject to full payment being received in advance. Members who have not provided full payment in advance will not be guaranteed a position in the program and their enrolment may be cancelled.
4. **Telephone Enrolments.** Telephone enrolments will be accepted with full payment at the time of booking.
5. **Privacy Policy.** Ezyswim is bound by the Privacy Act. For details of Ezyswim's Privacy Policy, please visit our website at [www.ezyswim.com.au](http://www.ezyswim.com.au).
6. **Departure.** An enrolment may be cancelled after the minimum subscription of one month by completing a departure request form via the customer portal. To be cancelled the following month, notice must be received by the 25th of the current month. Departure request forms received after the 25th day of the current month will not take effect until the month after.
7. **Session Transfers.** Any session transfer request (i.e. change of day or time) is subject to availability.
8. **Make-ups.** Customers are issued 8 make-ups per 12 months
  - Make-ups must be administered by customers via the online customer portal
  - Customers must notify absence online to receive a make-up.
  - Customers can notify absence up to 8 weeks in advance anytime within one hour of their lesson.
  - Make-ups are valid for one year, from the time the first booking is made.
  - Make-ups can be booked up to 7 days in advance only.
  - Medical certificates are not required.
  - No extensions will be granted for unused make-ups.
  - If you do not attend your scheduled lesson (and notify absence as outlined above) you forfeit your lesson entirely.
  - Make-ups cannot be rescheduled.
9. **Class Timetable.** Every effort will be made to adhere to the timetable but Ezyswim reserves the right to change, consolidate or alter sessions as necessary.
10. **Change of Details.** Customers are responsible for updating and maintaining their own details via the customer portal. Ezyswim will not be held responsible for out of date contact or debit details.
11. **Alternate Payment.** At venues where alternate payment is accepted with conditions and additional fees, members are required to pay the monthly enrolment fees in advance between the 1<sup>st</sup> and 7<sup>th</sup> of the month. If full payment is not received by this time your position in the program is not guaranteed. Alternate payment customers must pay online, each month via the Customer Portal by visiting [www.ezyswim.com.au](http://www.ezyswim.com.au).
12. **No Refunds.** All payments are non-refundable and enrolments are non-transferable.
13. **Use of the Venue.** Children must not be left at the Venue without active parent or guardian supervision. Use of the Venue is subject to Terms and Conditions of Entry, Pool Rules and Swimming Hygiene Requirements. Ezyswim reserves the right to refuse participation to any person, including members, and has the right to cancel your enrolment without warning or notice due to any breach of these terms and conditions, or for any other reason management may decide such as equipment damage or health and safety risks.
14. **Swimming Caps.** Caps are compulsory for learn to swim & squad sessions. Ezyswim caps can be purchased at a discounted price for members.
15. **Pro Rata Payments.** Where a month is shortened by a Public Holiday or Holiday Break, a pro-rata monthly calculation will apply for this month.
16. **Public Holidays:** There are no classes conducted on Public Holidays.

## Swimming Hygiene Policy

- Toilet & shower (thoroughly with soap) prior to entering the pool.
- Close fitting swimwear must be worn at all times in and around the pool.
- Avoid swallowing water and putting pool water in your mouth.
- Ensure children are taken for regular toilet breaks.
- Ensure infants who are not toilet trained wear tight fitting swim nappies and a tight fitting swimsuit over the swim nappy.
- Under no circumstances should regular nappies be worn while swimming.
- Ensure that nappies are changed in the Change Rooms and disposed of in the nappy bins provided.
- Do not use the pool if you have had diarrhoea in the past two weeks.

## Change Room Policy

- Do not stand on Change Room Benches.
- No loitering in Change Room area.
- Do not leave valuables unattended.
- Use of cameras and mobile phone cameras is prohibited in the Change Rooms.

If you wish to discuss these Terms and Conditions, please contact our Customer Service team on 1300 11 7946

## Alternate Payment Terms & Conditions

- ✓ Payment must be received on the day of your child's lesson between the 1<sup>st</sup> and 7<sup>th</sup> of the month.
  - ✓ Payment can be made instore, over the phone, or online using your customer portal.
  - ✓ Your spot will be opened up to our waitlist customers the day after your lesson should we not receive payment.
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- ✓ I have read and agree to the above terms and conditions.

Electronic Signature:

Email Address: