

NEW CUSTOMER
 |  RETURNING CUSTOMER
 |  UPDATING INFORMATION

## CUSTOMER DETAILS

First name \_\_\_\_\_ Last name \_\_\_\_\_
  Male
  Female
  Other

Address \_\_\_\_\_

Suburb \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Emergency contact name \_\_\_\_\_ Phone \_\_\_\_\_

Relationship \_\_\_\_\_ (Must be an emergency contact not bringing students to lessons)

## STUDENT DETAILS

Participant name	Date of birth	Gender	Medical conditions/ additional needs (if any)	Direct debit fee (fortnightly)
1.	/ /	<input type="radio"/> M <input type="radio"/> F <input type="radio"/> Other		\$
2.	/ /	<input type="radio"/> M <input type="radio"/> F <input type="radio"/> Other		\$
3.	/ /	<input type="radio"/> M <input type="radio"/> F <input type="radio"/> Other		\$
4.	/ /	<input type="radio"/> M <input type="radio"/> F <input type="radio"/> Other		\$

## PAYMENTS

For the agreed services, the costs are

UP FRONT TERM FEE
  PRO-RATA
  FORTNIGHTLY DIRECT DEBIT

## DECLARATION

- I have read, understood and hereby agree to the terms and conditions of a Swim lesson enrolment as defined on this registration form.
- By clicking here you are agreeing to the terms and conditions of enrolment.

**SUBMIT**

### Privacy Statement

Personal information collected by Council is used for municipal purposes as specified in the Local Government Act 1989. The personal information will be held securely and used solely by Council for these purposes and/or directly related purposes. Council may disclose this information to other organisations if required or permitted by legislation. The applicant understands that the personal information provided is for the above purpose and that he or she may apply to Council for access to and/or amendment of the information. Requests for access and/or correction should be made to Council's Privacy Officer. A full copy of our Privacy Policy may be obtained from [kingston.vic.gov.au](http://kingston.vic.gov.au) or from one of our Customer Service Centres and Libraries.

## OFFICE USE ONLY

CLIENT BARCODE # \_\_\_\_\_
  ENTERED AND CHECKED \_\_\_\_\_

STAFF NAME \_\_\_\_\_
  PAID \$ \_\_\_\_\_

REG DATE \_\_\_\_\_
  DISCOUNT % \_\_\_\_\_

BOOKED \_\_\_\_\_
  REASON \_\_\_\_\_


Entry to Kingston Active's facilities is subject to our Terms & Conditions. To view a complete list of these, please visit [kingstonactive.com.au](http://kingstonactive.com.au)

### DIRECT DEBITS

Direct Debit fees are debited from a nominated credit card on a fortnightly basis. Fees are calculated based on 41 weeks of lessons per year and payments are spread across this time frame.

Direct Debit Learn to Swim students are entitled to access to facilities all year round, including non-lesson periods (school holidays and public holidays).

Direct debit memberships are ongoing unless cancelled by the member. Members on a fortnightly direct debit membership are required to provide written notice prior to the next debit date should they wish to cancel their membership. A \$25 cancellation fee per family will apply if a membership is cancelled within the initial 12 months continuous enrolment period. This cancellation fee will be processed in the final direct debit and will be applied when the last student in the family is cancelled from lessons.

Providing the student has held a continuous enrolment for a 12-month period, the cancellation fee will not apply.

A cancellation form must be completed and will not be processed until received, with a final lesson date nominated.

### DIRECT DEBIT DISHONOUR FEE

Should a direct debit payment be dishonoured, an additional \$15 fee will be charged to the member's outstanding direct debit amount. This fee is separate from any fees charged by the member's financial institution.

### TERM MEMBERS

Term members pay an upfront 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.

We understand not every participant will have a positive experience with swimming lessons. Members aren't entitled to a refund or credit due to a change in personal circumstances.

To cancel a Learn to Swim enrolment, an application form needs to be completed and returned to the centre, stating the date the participant is to be withdrawn from lessons.

All refunds will incur an administration fee and are only granted in extenuating circumstances.

### FAMILY DISCOUNTS

Family discounts are available when more than one participant is enrolled in a Learn to Swim lessons within a term.

### MISSED LESSONS

We understand that at times you or your child/children are unable to attend lessons for a range of reasons. We ask that you follow the guidelines for missed lessons in the event you miss a class.

Please notify the centre prior to the start of the lesson if you are unable to attend. If absent for medical reasons, a lesson credit can be applied upon presentation of a medical certificate for the student, with up to four (4) credits available per term.

Alternatively, if you are absent for any other reason, e.g. sickness without a medical certificate or holidays, you are eligible to receive up to two (2) lessons in the form of complimentary visit pass (family swim, gym, group fitness, spa/sauna).

Credits must be applied for within one (1) month of the missed lessons.

If you or your children have had gastro or diarrhoea-type symptoms, please refrain from using the pool for at least two weeks.

### Term Members

Credit may be used towards the next term lesson fees and will remain on the member's account for a period of 12 months.

### Direct Debit Members

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

### ADMINISTRATION & SPECIAL CONDITIONS

Please ensure all nappy-aged children and toddlers are appropriately attired in tight fitting swimwear or aqua nappies.

Members will be given one (1) month notice of any changes to the Learn to Swim membership terms and conditions.

At times, the availability of your teacher may change. Although we endeavour to provide consistency in teachers, changes can't always be avoided.

It is the responsibility of the member to inform the centre of any changes to their account information, including address, email and phone number.

### SUPERVISION REQUIREMENTS

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 5 are asked to actively supervise their child and remain within arms reach at all times. Participants under the age of 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 centres supervision guidelines.

### ANNUAL PRICE REVIEW

Kingston City Council reviews Kingston Active's operations and pricing annually.

Members and guests will be notified of planned price changes one month prior to any alterations.

### VISUAL RECORDINGS

It is a condition of entry to Kingston Active facilities that a person will not operate any visual recording equipment in the facility except in accordance with a Visual Recording Agreement made with Council. Any person breaching this condition must immediately leave if directed to do so by a member of the staff. Please enquire at the reception desk if you wish to operate visual recording equipment.

### EXCLUSION OF LIABILITY FOR DEATH OR PERSONAL INJURY

To the maximum extent permitted by law, Council excludes liability for any death or personal injury for a 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 the services are not supplied with due care and skill not reasonably fit for their purpose.

