

Swim School Cancellation Form



A Direct Debit Cancellation Notification Form must be completed and returned to the Swim School Office to cancel perpetual swimming lessons.

Cancellation Notification Forms are available from the Swim School Office, Front Reception or by email upon request.

Completed Notification Forms can be submitted in person to the Swim School Office or via email to swim.school@bayswater.wa.gov.au.

The Notification Form must be returned to the Swim School Office no later than 4 business days prior to your next debit date. No refunds or credits will be issued for any unused lessons.

I, _____, the account holder, wish to cancel Direct Debit Swimming Lessons for the following:

Student 1	_____	Day	_____	Stage	_____
Student 2	_____	Day	_____	Stage	_____
Student 3	_____	Day	_____	Stage	_____
Student 4	_____	Day	_____	Stage	_____

I wish to cancel swimming lessons due to _____

This is my written notification of cancellation. I understand that by submitting this Direct Debit Cancellation Notification Form, the above student / students will no longer be enrolled in swimming lessons and I will need to re-enrol them should we wish to participate in future swimming lessons.

Signed: _____ Date: _____

OFFICE USE ONLY

Student 1	_____	Day	_____	Stage	_____
Student 2	_____	Day	_____	Stage	_____
Student 3	_____	Day	_____	Stage	_____
Student 4	_____	Day	_____	Stage	_____

Date Received _____ Date Processed _____

Cancelled on Course Pro YES Confirmation Email Sent YES

SS Officer Name: _____ Signature _____ Date: _____

Swim School Terms & Conditions

Perpetual and Private Program

1) Swimming Lesson Fee

The following is included in the cost of the swimming lessons:

- Entry for the student participating in the swimming lesson,
- Parent assisted classes - the parent going into the water with the child is included.

2) Public Holidays and Christmas Break

Swimming lessons will not run on public holidays, Easter Saturday, Easter Sunday or on any other day specified by the Centre. There will be a 4 week break over the Christmas and New Year period. Customers will not be charged for lessons during these times.

3) Direct Debit Enrolments

Direct Debit agreements can be set up from cheque, savings or credit card accounts. Payments are debited every four weeks and are paid in advance. Fees and charges to establish Direct Debit agreements apply and are detailed in the City of Bayswater Fees & Charges and Ezi Debit Terms & Conditions. Other fees may include dishonored payments. Please visit www.ezidebit.com.au for further Terms and Conditions.

4) Suspension of Enrolments

Perpetual enrolments can be suspended for a maximum of 6 weeks per calendar year. A Suspension Application Form must be completed and returned to the Swim School in person or via email a minimum of 4 business days prior to the first missed lesson. Suspension Application Forms are available from Front Reception, the Swim School Office, by email (upon request) and online at www.bayswater.com.au.

5) Cancellation of Direct Debit Payments

All requests to cancel perpetual swimming lessons must be made by lodging a Cancellation Application Form a minimum of 4 days prior to the next due debit. Cancellation Application Forms are available from Front Reception, the Swim School Office, by email (upon request) and online at www.bayswaterrecreation.com.au. No refunds or credits will be given for any unused lessons.

6) Missed Lessons

A Practice Pass may be issued for missed lessons provided:

- The Swim School Office has been notified prior to the missed lesson, or:
- At the Manager's discretion, provided there is a valid reason

The practice pass allows pool entry for two adults and two children, or one adult and three children. The Practice Pass is allocated to the participant's account and can be redeemed at front reception. All Practice Passes are valid for 12 months from the date of issue. Practice Passes are not redeemable for cash.

7) Class Availability

Bayswater Waves Swim School provides continual assessment. When students are ready to progress, every effort will be made to accommodate preferred class days and times. If a student is assessed as not holding required prerequisite skills, every effort will be made to move the student to the appropriate level.

8) Class Schedules

Class schedules may alter from time to time. Staff will endeavor to minimize disruption to enrolments that are affected by timetable changes to maintain consistency.

9) Entry Card

Entry cards are issued at the time of enrolment and must be scanned to gain entry for every class. Participants must not share their card with other patrons. Lost cards will incur a \$5.50 replacement fee.

10) Parental Supervision

All children under the age of 13 must be accompanied by an adult (over the age of 16 years). Parents/guardians must remain in the facility and supervise their child throughout their lesson, and be immediately available in case their child requires assistance. It is the parents/guardians responsibility to ensure their child arrives on time for each lesson. Credits and/or refunds will not be issued to compensate for late arrivals.

11) Photography and Social Media

Bayswater Waves does not allow the capturing of images or video footage without the consent of individuals, parents or guardians. Please see a staff member for further information.

12) Conditions of Entry

Swim School attendees must adhere to the Bayswater Waves Conditions of Entry at all times, and are displayed at the facility entry.

13) Fees and Charges

All prices are subject to change as per the City of Bayswater Fees & Charges. Notification of any approved changes to fees will be provided prior to the changes being implemented.

14) Certificates

Certificates are provided upon request. Please see the Swim School Office if you would like to receive a certificate indicating progress and achievement.

Please refer to the Vacation Swim Program terms and conditions for the holiday program information.