

DIRECT DEBIT SWIM SCHOOL

Swim School direct debit payments are ongoing, until the responsible person cancels their booking in accordance with the conditions contained in this agreement and on the Direct Debit Request form.

ACCESS OUTSIDE OF LESSONS

All current customers with a financial booking with the Aquatic Program will have free access to the centre for the entirety of the swim term. The swim term is defined as running FROM the first day of the first term of swimming TO the final day of the final term of swimming.

Where the booking is for a child under the age of 6, this free access includes the responsible person access to the centre and pool.
Where the booking is for a child under the age of 11, this free access includes the responsible person for supervision purposes.

REFUNDS

Refunds are available for classes that have been cancelled by DKHAC.

Refunds are available for funds remaining on the customer account after the cancellation date, once the cancellation has been processed and a cancellation date has been applied.

All requests for refunds must be received in writing to the dkhac@hobartcity.com.au email address from the responsible person with the details of where the refund is to be sent. Refunds can be to either a nominated bank account or in the form of a cheque sent to a nominated address.

DIRECT DEBIT PAYMENTS

Direct Debit payments are ongoing, until the responsible person cancels their booking in accordance with the conditions contained in this agreement and on the Direct Debit Request form.

DIRECT DEBIT – (FORTNIGHTLY PAYMENTS)

All customers who have ongoing lesson bookings with the DKHAC Aquatic Centre are required to either have a current direct debit agreement in place OR pay for the next term's classes in full, 7 days before the end of the current term. All customers can choose to make pay-as-you-go payments to their account, with Direct Debit payments to be used should the customer account not have the required funds to cover the next direct debit instalment.

For returned unpaid transactions the following policy will apply:

- DKHAC will advise you via Email or SMS or Phone Call or a combination of these methods.
- All bank charges levied to The Doone Kennedy Hobart Aquatic Centre for the returned transaction will be charged to the customer.
- Unpaid transactions along with bank charges of \$2.50 (inc. GST) must be settled at the Customer Service Desk – The Doone Kennedy Hobart Aquatic Centre, within 7 days of the payment being returned in order for your booking to remain active.
- Should the unpaid transactions remain unpaid or more than 7 days, the booking will be suspended until all money owed is paid, including the unpaid transaction, bank fees and the applicable Direct Debit Default Fee as set out in the Hobart City Council Fees and Charges Booklet.
- DKHAC reserves the right to cancel the booking without notice and commence proceedings for the outstanding amount in accordance with standard HCC debt management processes. These processes may include referral of the debt to a third party collection service.

ABSENT / MISSED CLASSES

Customers that provide a medical certificate that covers the time and date of a missed class will not be charged for that class.

All other missed classes will not be credited. If there is to be an extended period away from classes that is not for a medical reason, the customer must either cancel the booking and lose their place in the schedule – or be charged for the classes.

CANCELLATION OF DIRECT DEBIT AGREEMENT

To cancel a direct debit agreement the customer must complete a cancellation form, and lodge it with The Doone Kennedy Hobart Aquatic Centre no later than 3 days prior to the next debiting date. After lodging you will be provided a duplicate copy of this cancellation form for your records if requested - cancellations cannot be accepted by telephone. Cancellation forms received later than 3 days prior to the debiting date will not be processed until the following debit period.

A cancelled direct debit booking will remain current until the end of the paid in advance component of the booking; refunds are not available.

ADMINISTRATION

DKHAC reserves the right to change its billing provider.

Customers will be given one (1) months notice of any changes to the terms and conditions. Advice will be posted on the Swim School Noticeboard.

Lost cards will be issued for a nominal replacement fee as listed in The Doone Kennedy Hobart Aquatic Centre annual fees and charges document.

Misuse of centre equipment and misconduct may result in forfeit of booking.

Non-financial customers may have their bookings cancelled without notice.

MAJOR EVENTS AND CENTRE MAINTENANCE

The Doone Kennedy Hobart Aquatic Centre hosts regular events and is subject to regular ongoing maintenance and repair works. Customers accept that usage of the centre may be affected including but not limited to, access to programs, facilities, equipment, group exercise classes and pool availability when the centre conducts events, maintenance and repair works. Should a customer's booking in the centre be affected by events, maintenance and repair work – credits will be applied to the customer's account for those bookings that are directly affected.