



Membership Terms and Conditions

ALL TERMS AND CONDITIONS OF MEMBERSHIP ARE BINDING ONCE THE ENROLMENT FEE IS PAID

Contact

FAMILY OWNED & OPERATED

You always speak directly with our owners, please don't hesitate to ask a question, or contact us for a chat

SOCIAL MEDIA

Simply search for "Academy of Swimming" on Facebook & Instagram

Glen Eira Academy of Swimming

Glen Eira Sports and Aquatic Centre (GESAC)

200 E Boundary Rd, Bentleigh East

Phone: 0402853430

Email: gleneira@academyofswimming.com.au

Malvern Academy of Swimming

Harold Holt Swim Centre (HOLT)

1409-1413 High St, Glen Iris

Phone: 0402853430

Email: malvern@academyofswimming.com.au

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COVID LOCKDOWN POLICY Government enforced shutdown

This policy reflects the current Academy terms and conditions and relate to Point 8, cancellation and refunds

In the event of a government-enforced shutdown in line with the ACCC guidelines and the Academy terms and conditions, the missed sessions only during lockdown can be made up anytime in the next 12 months. If swimmers are unable to do makeups please email the Academy to arrange credit on the upcoming direct debit.

PLEASE NOTE:

Credits are not applicable for session non-attendance outside of the government enforced shut down. A friendly reminder that normal makeups outside lockdowns for missed sessions must be used within 30 days. If unused, this credit will expire.

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1. New Enrolments

New enrolments are only accepted with a signed and completed Enrolment Form acknowledging and accepting the following Terms and Conditions. Full payment must be received to secure your place. We do not hold positions or accept partial payments.

2. Re-Enrolling

Membership is ongoing with payments taking place by direct debit on the first business day of each month

If you cancel a membership, we ask that you complete a new Enrolment Form due to ongoing changes to our Terms and Conditions and for up to date record keeping.

3. Lesson Cancellations

Sessions outlined on our website, are subject to availability. In the event that a scheduled session is cancelled, where possible, attempt to notify members of the cancellation, normally by email, website and/or social media pages including Facebook & Instagram. We do not operate on public holidays throughout the year.

4. Session changes

Swimmers are able to attend either 4 sessions or unlimited sessions per month as per the enrolment form

5. Fees & Payment Methods

The standard method of payment of Fees is by direct debit from nominated savings or credit card account. Payments are debited by Ezidebit (www.ezidebit.com.au) as per instructions from the Malvern Academy of Swimming and Glen Eira Academy of Swimming. A transaction fee applies if paying by credit card and savings accounts, as amended from time to time. Fees are debited monthly on the first business day of each month (12 months of the year). Fees are debited on an ongoing basis until notified in writing of discontinuation. Ezidebit Direct Debit Request Service Agreement form part of these Terms at www.ezidebit.com.au

6. Non-Transferable

Memberships and lessons are non-transferable to other people/family members

7. Termination

Displays of inappropriate behaviour that causes harm and/or discomfort to others, or commit an act of vandalism that causes property damage; uses offensive or abusive language and/or attitude will lead to termination. Academy reserves the right to terminate swimming sessions and refund the remainder of fees paid by the customer.

8. Cancellations and refunds

Provide 30 days' notice via our online system and the Academy will acknowledge the request by email. No refunds will be given, and we do not issue credits or transfer enrolments.

9. Medical Absence

If a swimmer suffers any serious injuries or illnesses which necessitate a prolonged absence from the training of more than 3 weeks, consideration may be given to adjusting the account in the following month. Members complete a medical fee adjustment form available under the resources tab at academyofswimming.com.au.

10. Public Holidays

Our swim classes do not run on Public Holidays.

11. Parental Supervision

It is a condition of entry that all children (10 years and under) will not be signed in at Reception if a parent/guardian is absent. Children must be collected by the parent/guardian (over the age of 16) at the conclusion of each session.

12. Duty of Care

Academy coaches have a duty of care for students for the duration of the swimming session. A parent or guardian must provide active supervision of their child before and after scheduled sessions. Academy is not otherwise responsible for the supervision of students outside their scheduled session time

13. Photographic & Video Images

Photography and video footage is not permitted.

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14. Entry Membership Cards

Entry membership cards MUST be presented to Reception prior to your session.

Harold Holt Swim Centre

Once an enrolment form has been received an entry card will be mailed to you within 5 working days. If you have lost your card and would like a new one, please email the Academy.

Glen Eira Sports and Aquatic Centre

New members must see the front desk at GESAC for details with regards to an "aquatic membership" and parents are provided entry for our sessions with all options.

Option 1 "Junior Aquatic Membership"

This provides the best value as it including the following benefits:

- Unlimited access to GESAC
- Locker use
- 28 Days free suspension
- Fortnightly Direct Debit
- No Joining fee
- No minimum term
- Parents will receive a card that allows access to spectate their child's session at no cost.

Option 2 "Limited Membership"

- Access once a week
- Fortnightly Direct Debit
- No Joining fee
- No minimum term
- Parents will receive a card that allows access to spectate their child's session at no cost.

15. Coaches & Session Changes

Academy reserves the right to cancel or change classes and instructors. Students may pick from the sessions available for the correct level. We endeavour to provide you with the most consistent experience possible; however, there are occasions when changes are required. Please note: refunds will not be given as a result of session or coach change.

16. Makeups

Friendly reminder make up for missed sessions must be used within 30 days. If unused, this credit will expire.

17. Healthy Swimming

Steps to healthy swimming are recommended by the Victorian Department of Health. Please do NOT swim if you have had diarrhoea or vomiting in the past two weeks.

COVID, HEALTH DEPT. REQUIREMENT YOU DO NOT ATTEND IF YOU ARE DISPLAYING COLD OR FLU-LIKE SYMPTOMS

18. Release of Liability

As the legal parent or guardian, you release and hold harmless Malvern Academy of Swimming and Glen Eira Academy of Swimming, its owners and operators from any and all liability, claims, demands, and causes of action whatsoever, arising out of or related to any loss, damage, or injury, including death, that may be sustained by the participant and/or the undersigned, while in or upon the premises or any premises under the control and supervision of coaches, its owners and operators or en route to or from any of said. premises.

19. Privacy Policy

Academy is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern how we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the APPs may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au