

# TERMS and CONDITIONS

## Karrinyup, Mandurah, Melville

### ● Payments

Payments are made in advance via direct debit from a nominated credit card or bank account. Charges are processed fortnightly for the approved amount as stated on your enrolment request form. If the direct debit coincides with a public holiday, your payment will be processed on the next business day. Your debit may take up to four weeks to appear on your bank statement. When a payment is returned by the bank, an alternative payment must be made to Kirby Swim. This amount will remain outstanding until alternative arrangements have been made. It's the responsibility of the customer to ensure funds are available for the direct debit at the due date.

### ● Perpetual

We run on a perpetual/continuous basis. Lessons are held continuously throughout the year, including school holidays. Therefore payments will continue to be processed until a 'change of enrolment' form is completed and returned to us, or we are notified in writing, at least two weeks in advance. Lessons are not conducted on public holidays and you are not charged for these lessons.

### ● Suspensions

Lessons are held continuously over the year, including school holidays. Centre closure happens over 2 weeks at the end of the year. In addition to this closure, Kirby Swim allows 2 Full Fee lesson suspensions per child per calendar year, and 4 Half Fee lesson suspensions. This suspension allows you to keep your same lessons day/time whilst away on holidays or having a break. Suspension requests need to be made in writing, two weeks in advance via a 'change to enrolment' form or via email to your centre.

### ● Changes to Enrolments and Cancellations

If you wish to change your current lesson day or time, simply phone or visit us in person and your debit will continue as usual. If you need to cancel your enrolment, notice of cancellation needs to be provided *in writing* to your location (regrettably cancellation by phone cannot be accepted) otherwise your booking and debit will continue. Notice in writing can be given by filling out the 'change to enrolment' form on the Kirby Swim website [www.kirbyswim.com.au](http://www.kirbyswim.com.au) or by emailing your location directly: Mandurah: [mandurah@kirbyswim.com.au](mailto:mandurah@kirbyswim.com.au), Melville: [melville@kirbyswim.com.au](mailto:melville@kirbyswim.com.au), Karrinyup: [karrinyup@kirbyswim.com.au](mailto:karrinyup@kirbyswim.com.au). Any outstanding fees must be paid at the time of cancellation.

### ● Missed Lessons

Lessons that are missed will not be re-imbursed or credited and make up lessons are not available as we find them disruptive and of limited learning value. If you are going to miss a lesson due to illness or injury, please inform us and we will provide you with a family swim time voucher that enables you to attend the centre during our family swim time to practice your skills and have a swim with your family. In extenuating circumstances please speak with us regarding your options.

### ● Price Changes

Any changes to the lesson price and fortnightly debit total will be made in writing to the customers last known email address a minimum of one month prior to the date that the price rise will become effective.