

Direct Debit Agreement

The following Terms and Conditions apply to this application and your acceptance for enrolment in the Sydney Olympic Park Aquatic Centre ("Centre") Swim School ("Swim School"). The Terms and Conditions will apply until further notice. Any changes to the Terms and Conditions will be notified in writing on the Centre website – aquaticcentre.com.au ("Website"). This is an important document and should be read carefully before agreeing to the following Terms and Conditions. By agreeing to the Terms and Conditions outlined in this document you acknowledge that you have read and understood the Swim School Direct Debit Agreement Terms and Conditions.

Privacy Policy

The Aquatic Centre ("Centre") is a division of Sydney Olympic Park Authority ("we, our, us"), which is a NSW Government agency that sits within the Office of Sport cluster.

We are committed to the protection of members' privacy and personal information. Your privacy is protected under the Privacy and Personal Information Protection Act 1998. Personal information may only be disclosed in accordance with the exemptions provided under the Act.

Provision of your personal information is voluntary. Failure to provide your personal information may mean the Centre is unable to provide its usual services and communications to you. We will only use the personal details you provide us for administration purposes related to the facility or service for which it is being completed and when we communicate information to you regarding any of the Centre's facilities, programs, services or promotions that are deemed appropriate to your interests and needs and which may enhance your use of the Centre.

Any personal information that you provide to the Sydney Olympic Park Authority (5 Olympic Boulevard, NSW 2127) will be held in a data base shared with the Office of Sport, and Venues NSW. You have the right to access and correct the information. We will not make your personal information available to any third party except for the Office of Sport and Venues NSW unless it is necessary as part of the provision of the Centre's products or services, for example with Swimming NSW for members of squad/coaching programs. Full details of the Privacy Policy can be found on the website (sopa.nsw.gov.au).

Payment of Fees and Direct Debit

All new bookings/enrolments are made by Direct Debit only. Direct debit can be made from a bank account or credit card, and will occur fortnightly. Payments are made two weeks in advance, starting on the date stated on the Direct Debit Agreement Form. The first class(s) of the enrolment are required to be paid in advance at the time of the enrolment; this pro rata is based on the next Direct Debit payment. If a scheduled payment day falls on a public holiday, we will debit your account on the next business day. Depending on your bank, payments may take up to 5 business days to be processed. Upon completing the Direct Debit Agreement Form the member is agreeing to pay the instalment amount at the agreed payment frequency until the swim lesson membership is formally suspended or cancelled.

The Swim School may increase the fees associated with the activities offered at the Sydney Olympic Park Aquatic Centre. The Swim School will make every reasonable effort to notify members about any fee increase. Completion of the Direct Debit Agreement Form authorises the Swim School to increase any debited amount from the nominal account or credit card inline with the lesson fees. By completing and signing the Direct Debit Agreement Form the

member is agreeing to all Terms and Conditions. All information relating to members financial institutions remains confidential, except where required for the purposes of conducting Direct Debit with the financial institution, or in connection with claims made to the Swim School regarding an alleged incorrect debit.

The member is responsible for:

- i. Ensuring the nominal account is set up to accept Direct Debit. Please check with the financial institution where the account is held.
- ii. Ensure there is enough money in the nominated account on the Direct Debit due date and up to 5 business days following. Please note there may be a delay in the processing of Direct Debit if there is a public holiday on the scheduled date of Direct Debit. The Direct Debit calendar can be located at the Swim School Office or through the Aquatic Centre website.
- iii. If the nominal account does not allow a payment, such as where the account does not have enough money in it or you are over your credit limit, the Swim School will require you to pay at the Swim School Office by cash, eftpos or credit card. Charges may apply for rejected payments.

Cancellation of Direct Debit Agreement

All enrolments are perpetual (ongoing) and the direct debit payments will continue until written notice of cancellation is submitted by the responsible person. Two (2) weeks notice is required to cease enrolment and the direct debit agreement. A Lesson Cancellation Form must be completed and submitted to the Swim School in full. Lesson Cancellation Forms are available from the Swim School Office or online via the Aquatic Centre website.

Credits or refunds will not be granted for missed lessons prior to written notification. Cancellations will not be processed until any outstanding amounts owing are paid in full.

Withdrawal due to medical reasons will be actioned as soon as a completed Lesson Cancellation Form, along with a copy of a medical certificate, is submitted to the Swim School Office.

Change of Details

Swim School will use email as the primary channel of communication. It is the member's responsibility to keep the entire Swim School informed of any changes of contact, bank accounts or credit card details. Change of detail forms are available on our website and completed forms can be emailed to us. If sending your change of details form via email, an email confirmation will be provided. If a confirmation email has not been received by you within 24 hours of you sending the change of details form please assume we have not received it and it will not be processed.

Office Use Only	
Responsible Person Name	Date
Membership Number	

Direct Debit Request

I request and authorise Sydney Olympic Park Aquatic Centre Swim School to arrange, through its own financial institution, for any amounts properly payable by me to the Swim School to be debited or charged through the bulk electronic clearing system from an account held at the financial institution identified below and paid to the Swim School, subject to the Terms and Conditions of the Direct Debit Agreement. I hereby authorise a debit of the nominated account with the amount and at the intervals advertised by the Swim School.

SECTION A: Personal Details/Responsible Person				
Title	First Name(S)*		Surname*	
Home Address*				
Suburb*			Postcode*	
Telephone Home			Telephone Mobile*	
Email Address*				
Emergency Contact Name			Emergency Contact Number	
SECTION B: Student Details				
Student 1	First Name(s)*		Surname*	
☐ Male ☒ Female		Date Of Birth*	Medical Conditions	
Debit Amount (\$)		First Payment		
Student 2	First Name(s)*		Surname*	
☐ Male ☐ Female		Date Of Birth*	Medical Conditions	
Debit Amount (\$)		First Payment		
Student 3	First Name(s)*		Surname*	
☐ Male ☐ Female		Date Of Birth*	Medical Conditions	
Debit Amount (\$)		First Payment		
SECTION C: Payment Plan				
I understand the enrolment(s) will continue as specified in this agreement until I give the Swim School relevant written notice, two (2) weeks in advance, as outlined in the Terms and Conditions of the intent to cancel enrolment and the direct debit agreement.				
Joining Fee \$	Pro Rata \$	Account Credit \$	Amount Due Now \$	Total DD Amount \$
I have read and understood the Swim School Terms and Conditions. I understand that these Terms and Conditions apply to this contract. The Swim School Terms and Conditions can be found on the reverse side of this agreement.				
Name		Date	Signature	
The Swim School will use the contact details you have provided to contact you about general information regarding the Swim School. We may also contact you with information about promotions, special offers, major events and parking impacts. We will not provide your personal information or contact details to any third party.				
Office Use Only	RP Name		Membership Number	



SECTION D: Payment Details		
Bank Account		Credit Card
Card Type: ☐ Mastercard ☐ Visa		
Bank Name	Branch	Name On Card
Account Name		Card Number
BSB	Account Number	Expiry Date