



## **Membership Terms & Conditions**

All participants must abide by the general terms and conditions of the St Michael's Collegiate Pool. Management reserve the right to refuse entry or cancel a class without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry. Every effort will be made to adhere to the published timetable, however the Collegiate Pool reserves the right to change and alter session times, as required.

### **Payment of Fees**

Your activation of Payrix acknowledges your acceptance of the Collegiate Pool's Terms and Condition which must be activated prior to your first session. Pool Memberships will be payable fortnightly in advance. A \$5 default payment will incur.

### **Privacy**

We acknowledge that St Michael's Collegiate Pool may from time to time collect personal information about parents and students, which may be necessary for the swim school's function or activities. We authorize the swimming centre to use and disclose information in such a manner as the Manager may deem appropriate for the purpose of the student's health, care, welfare, or development. We acknowledge having read the School's Privacy Policy.

### **No Show**

To provide as many options for members to swim with limits in place, a charge of \$25.00 will be imposed for not attending the session booked without 24 hours' notice provided. This amount will be automatically debited from the nominated account.

### **Pool Office & Access**

Members must swipe their card on entry to the Pool due to COVID-19 contact tracing guidelines. If the participant misplaces their card, a fee of \$10.00 will be charged for a replacement. Participants are to advise of any changes in address or phone numbers. Wheelchair/pram access can be arranged upon request.

### **Public Holidays**

The pool is not open on public holidays.

### **Cancellations**

Direct debit payments cannot be cancelled within the first sixteen weeks. Cancellations received within the minimum booking period of 16 weeks will not incur a refund for any unused portion of the period (booking period excludes any time stops). After the minimum booking period has passed and you wish to cancel further sessions, a direct debit cancellation form must be received by the Pool Office 14 days prior to the next payment being due.

**Time-stops**

If you wish to place a freeze on your direct debit payments, a time stop form must be received by the Pool Office at least fourteen (14) working days prior to the next scheduled fortnightly direct debit payment period. Time stop can only be applied in multiples of 14 days, totalling no more than 12 weeks per year, in accordance with the direct debit period (Monday to Sunday). Please be aware that once a time stop is processed, access to the pool will cease. In case of medical incapacity, a time stop may be backdated on presentation of relevant supporting medical evidence.

**Health Issues**

Appropriate and suitable clean swimming attire is required for entry into the pool.

**Hand Sanitiser**

On entry, please use the hand sanitiser provided.

**Spectators**

No spectators are allowed in the facilities.

**Foods and Drinks**

No food or drinks will be available to purchase from the pool office.

**Equipment**

No sharing of equipment, drink bottles or towels.

**Floor Markings**

Ensure you always comply to the safe distancing regulations and where appropriate stand on the markings on the floor provided.

**Medical Consideration**

Please inform the Collegiate Pool office of any medical considerations. Report to the Pool Office if you are feeling unwell or you suspect another patron of showing respiratory symptoms.

**Photography & Video**

Photography & video is not permitted within the St Michael's Collegiate School premises. Please respect the privacy of other users during their time using the Collegiate Pool.