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

By activating Payrix, you acknowledge and agree to the Collegiate Pool's Terms and Conditions. Payrix must be activated before your first session.

Program fees are payable fortnightly in advance by direct debit through Payrix.

Any payment-processing costs incurred by the Collegiate Pool are included in the program fees. No additional surcharge will be charged based on whether you pay by debit card, credit card, prepaid card or American Express.

Failed Payments

If a scheduled payment is unsuccessful, Payrix may apply its applicable default fee in accordance with the Direct Debit Request and Payrix's terms.

The Collegiate Pool may also charge an administration fee of $10.00 for each failed payment, where permitted by law. This may apply where, for example:

- insufficient funds are available;
- account or card details are incorrect or invalid;
- account details have changed; or
- the transaction cannot be processed.

Where a payment fails because of insufficient funds, the outstanding payment may be re-presented by direct debit in accordance with the Payrix Direct Debit Request and applicable Payrix requirements. You will be notified by email of the failed payment and any revised payment date.

For all other failed payments, you must contact the Collegiate Pool within one business day to arrange payment and retain your position in the program. If payment is not arranged within that timeframe, your participation may be suspended or cancelled in accordance with these Terms and Conditions.

Privacy
We acknowledge that St Michael's Collegiate Pool may from time to time collect personal information about patrons, 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 Shows/Cancellations
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 St Michael's Collegiate School Safeguarding Children Procedures. If the participant misplaces their card, a fee of $10.00 will be charged for a replacement. A digital card may also be ordered, to use on your phone, instead of your physical card, for $12.00.

Participants are to advise of any changes in address or phone numbers through the customer portal. 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 paying weeks. Cancellations received within the minimum booking period of 16 paying 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.

Bookings
Members book online via the Collegiate pool website, for up to 30 days in advance. If bookings are made greater than 30 days in advance they may be cancelled by pool management. In the event of a cancellation, notification will be emailed to members.

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.

Time Stops cannot be processed within the first sixteen (16) weeks of your membership.

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
Water is available to purchase for $3 from the pool office. The Hobart Collegiate Swim Club provides additional food stock, with proceeds from these sales going directly to the swim club.

Equipment
No sharing of equipment, drink bottles or towels.

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.