

### Payment Terms and Conditions

#### Booking Fee

- A Booking Fee (lesson in advance) is payable on your first lesson and this secures your booking
- Your booking fee is redeemable as a voucher for your last lesson, or can be transferred to other family members/friends
- Bookings are transferred to the following term, please advise us of changes prior to commencement of the following term

#### Payment Options

At Swim Safe we offer the following payment options, once you have decided which payment method suits you best please advise our reception staff. Please ask for and hold onto your receipt as a proof of purchase:

- Cheque/ money order, EFTPOS and credit card facilities
- Electronic Funds Transfer Westpac Bank BSB 035 213 Account Number 24 7023 (please ensure payment details i.e. you child's name with payment)
- Credit card payments can be made over the phone by contacting the Swim School during session times
- Cash payments only available for sundry purchases such as goggles

#### Term Payment Policy

The following terms and conditions apply to our term payments:

- Our fees are calculated on a term basis, and you are required to pay for the full term
- Term Payments can be made in full or two installments. We ask that payment is made within the first two weeks of the term. If paying by installments the term fee discount is applied to the second installment due in week 6 of the term.
- If payment is not received by week 3 we cannot guarantee your booking, so if you are experiencing any difficulty with payment please discuss alternate arrangements with one of our staff
- The school closes on public holidays. If a public holiday falls on the day you swim, term payments are adjusted accordingly; no make-up lesson is required
- If you are absent **for 2 or more consecutive lessons** without contacting us and fees are outstanding, we will attempt to contact you. If we receive no response from you, we assume you no longer require your position and your name will be removed from our booking sheets and your booking fee forfeited.
- **New swimmers** can commence lessons at any time during the term. A weekly payment can be made on your first lesson, and the remainder of the terms fees are calculated and due on your second visit
- **No cash refunds apply once you have commenced a term**

#### Make-up Lesson Policy

- If you are to miss a lesson, please notify us prior to your lesson, this assists us in accommodating make-up lessons
- Should you miss a lesson during the term you are entitled to a make-up lesson. Make-up lessons can be re-scheduled at your convenience. *(Please check with our Customer Service Officer for availability, we can be contacted at the swim school **during session times ONLY** on 82668530\*)* **\*Please note during day time hours Monday – Thursday our staff are not at the swim school until 3.50 pm, any calls to this number outside of session times cannot be taken, and disrupts SA Government Education Department Teaching Programs**
- Please note make-up lessons are **valid for 6 months**, \* and can only be used by *families currently enrolled in our swim school program, and if payment has been received for the term*
- **Make-up lessons cannot be used in lieu of term payments**

#### Term 1 2012 Lesson (Fees listed based on 12 week Term)

Payment Type	Full Term	Installment 1 (Due week 2)	Installment 2 (Due week 6)
Jellyfish	\$168.00	\$96.00	\$72.00
Learn Swim	\$192.00	\$108.00	\$84.00
Family Two	\$384.00	\$216.00	\$168.00
Family Three	\$456.00	\$264.00	\$192.00
Family Four	\$528.00	\$312.00	\$216.00
Extra Lesson	\$72.00	\$48.00	\$24.00

**If you would like further information regarding payment terms and conditions please speak with our Customer Service Officer**

**\*Changes to make-up lesson policy effective 1<sup>st</sup> July 2011, Lesson fees effective September 2011**