

PAYMENT POLICY

Infants, Water Confidence, Learn-To-Swim & Squad Perpetual Programs:

The DLSA offers three payment options for you to choose from when paying for your perpetual program swimming fees.

Option 1: Direct Debit - Discounted rate

Direct Debit is available for your convenience. Please see our Administration Team for more information.

Option 2: Pre-Pay and Save - Discounted rate

Pre-Payment Discount rate will be given to any fees paid in full, by close of business on the date specified by the DLSA.

Option 3: Part Payment - Full rate

50% of the total family fee is due by week 2 and the balance is due by week 4. Any fees still outstanding following week 4 of the program will attract a late payment fee.

BOOSTER BLOCK Holiday Programs:

Full payment is due for Booster Block Programs on the 1st day of lessons.

Competitive Squad Programs:

* All monthly fees are based on a 4 week month.

* Payment is due by the *second* week of each payment period;

* A \$25 late fee will be incurred on any accounts not finalised in accordance with the DLSA Payment Policy.

* If a swimmer is absent for *1 full week* of training due to illness or an absence that we have been notified of for at least 2 weeks in advance then we will pro-rate the 4 week fee at 75%.

* If a swimmer is absent for *2 full weeks* of training due to illness or an absence that we have been notified of for at least 2 weeks in advance then the 4 week fee will still be pro-rated at 75%.

* If a swimmer is absent for a period greater than 2 weeks then their account will be assessed on an individual basis.

Please note that an absence of 2 weeks will mean the swimmer has not fulfilled their attendance requirements and may be moved to a different squad for a short time.

MAKE-UP POLICY

It is important to note that once your booking has been made, your spot is reserved specifically for you and we are unable to book anyone else into that spot. Therefore it is expected that payment must be received for every lesson regardless of attendance.

The DLSA offers you free make-ups for any lesson missed through sickness subject to the following conditions.

1. Notification of non-attendance must be received prior to the missed lesson. This enables us to make that spot available for other families looking for make-up opportunities.
2. Make-ups can not be used as credits for lessons.
3. Make-ups are made available subject to availability.
4. No more than four (4) make-ups per child can be accrued at any one time.
5. Make-ups can only be used in a program in conjunction with an active booking.
6. If you are unable to attend any make-ups, a \$4.00 credit per make-up will be placed on your account (max. 4 make-ups per child). Make-ups can not be used as credits for lessons.
7. Make-ups must be finalised within eight (8) weeks of being accrued unless a prolonged sickness or injury supported by a doctors certificate prohibits the make-ups being done within the eight (8) weeks.
8. Please note that make-ups are made in classes where space is available. If that particular class receives a standard booking your make-up will need to be re-scheduled.
9. A maximum of four (4) of any make-ups still owing at the completion of the program can be carried to the next program to be used as make-ups. These make-ups can only be booked from week three onwards and must be completed by week 6 of the new program.



CANCELLATIONS

You are able to cancel your booking subject to the following conditions:

1. All booked lessons up to and including your cancellation date, regardless of attendance, must be paid in full. Make-ups will be provided in accordance with the DLSA Make-up Policy.
2. A \$25.00 cancellation fee will be incurred.
3. Refunds are not permitted. A credit will be created for any paid/unused lessons for use in future the DLSA Private program.

CLASS SUSPENSION & LATE PAYMENT FEE

1. A late payment fee of \$25 will be added to the family account for any fees outstanding following week 4 of the program.
2. Lessons will be suspended for any family accounts still outstanding at the completion of week 7 of the program.
2. A further late payment fee of \$25 will be added to the family account for any fees still outstanding at the end of the program.

If at any time you have any extenuating circumstances prohibiting you from meeting our policy requirements please do not hesitate to contact the DLSA Admin Team at your earliest convenience.

The DLSA

Toowoomba's premier swim school

We have worked hard to provide you with a top quality facility and highly trained Coaches, Teachers and Administrators. While this forms the basis of our service to you, our payment and make-up policies ensures we can continue to live up to your expectations.

The DLSA has designed a range of payment and make-up options to suit your individual needs. Please take some time to carefully read and understand our policies.

DLSA Payment and Make-up Policy - OVERVIEW

**** Bookings are taken on a Perpetual Program or Holiday Program basis only.***

**** Payment is required for all booked lessons.***

**** Direct Debit is our preferred payment method.***

**** Unless prior arrangement has been made, a late payment fee will be incurred for accounts not kept within the specified payment method policy.***

**** Make-ups will be made available for any missed lessons only when a notification has been received prior to the missed lesson.***

**** Make-ups can not be used as credits for lessons.***

**** A cancellation fee will be incurred when canceling out of a program less than 7 days prior to lessons starting.***

**** Lessons will be suspended if fees are not paid in full by week 7.***

**PLEASE TURN OVER
FOR DETAILS**

The DLSA

More than just Learn-To-Swim!

- * Professional Schools Learn to Swim Program
- * Aqua Aerobics Classes
- * Aqua Mobile Classes
- * Swim FIT Adult Squads
- * Adult Learn to Swim
- * Fitness Essentials Sporting Goods

Certified by:



***Please phone
the DLSA
to find out more***

Wilsonton Aquatic Centre (Head Office)

30 Erin Street
Toowoomba Qld, 4350
Ph: 07-4633 0444
Fax: 07-4633 0433
email: admin@dlsa.com.au

Centenary Heights Aquatic Centre

Cnr Ramsay & South Streets
Toowoomba Qld, 4350
Ph: 07-4636 7577
From 3.30pm Mon-Fri
chadmin@dlsa.com.au

Darren Lange Swimming Academy

TOOWOOMBA'S PREMIER SWIM SCHOOL

WILSONTON & CENTENARY HEIGHTS



**Payment
&
Make-up
Policy**



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