



## DARREN LANGE SWIMMING ACADEMY DIRECT DEBIT – TERMS AND CONDITIONS

### Perpetual Lessons

- In partaking in the direct debit system I understand and acknowledge that we intend to partake in perpetual/'year round' lessons.
- Perpetual lessons will automatically transfer from one program to the next.
- Perpetual lessons may need to be changed from time to time. I understand that my perpetual lesson can be changed after receiveing a verbal notification from the DARREN LANGE SWIMMING ACADEMY of not less than 14 days.
- Perpetual Program lessons do not include any bookings made into Holiday Programs and/or Booster Block Programs. These bookings will be charged at the standard lesson rate and are NOT included in my direct debit payments.
- Make-ups for missed lessons are available in accordance with the DLSA Make-up Policy.
- I can cancel out of the perpetual lessons after giving 14 days written notice to the DARREN LANGE SWIMMING ACADEMY.
- I can suspend my lessons for up to 2 weeks at any one time at the end of which point we will recommence debiting.
- Notice in writing must be received not less than 14 days prior to the direct debit draw date if you wish to suspend your booking and a SUSPENSION OF DIRECT DEBIT form must be completed. Any suspension notifications received less than 14 days before a direct debit draw date will be processed as normal for that month.
- A holding fee of \$4.00 per lesson per child will be payable for any suspended lessons. This fee is payable upon receipt of suspension notification and is not payable through your direct debit facility.
- Notice in writing must be received in writing not less than 14 days prior to the direct debit draw date if you wish to cancel your booking and a CANCELLATION OF DIRECT DEBIT form must be completed. Any cancellation notifications received less than 14 days before a direct debit draw date will be processed as normal for that month.

### Payments

- Debits will be drawn from your account within the first 7 days of each month January to November inclusive.
- Renewals are not necessary, as the booking has no expiry date.
- The minimum booking/direct debit period is **6 months**.
- I authorise for the direct debit amount to vary by up to 10% to cater for software rounding issues and/or standard price increases. You will be notified of any standard price increase in writing, not less than 2 weeks before the next debit run.
- A pro rata lesson fee will be charged for all lessons booked before the 1<sup>st</sup> direct debit payment period. This payment is required at the time of booking 'over the counter' and is not added to you direct debit amount.

### Fees & Charges

- I understand that I am responsible for any extra fees and charges that may be incurred by the DARREN LANGE SWIMMING ACADEMY in the event that there are insufficient funds available in my designated bank account and I will reimburse said fees and charges to the DARREN LANGE SWIMMING ACADEMY within 14 days of receiving notification of the amounts.

*I have read, understood and agreed to the terms and conditions both set out above and listed in the **DLSA Direct Debit Service Agreement**.*

Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/20\_\_\_ Print: \_\_\_\_\_

*If you do not understand any of the above please seek clarification from our friendly customer service staff.*

OFFICE USE ONLY:            W        CH

1 <sup>ST</sup> DIRECT DEBIT DATE RUN WILL BE	____/____/20__	DIRECT DEBIT AMOUNT VERIFIED AND SET	YES NO
DATE RECEIVED	____/____/20__	DD LETTER PRINTED	YES NO
AUTHORISED	YES NO	DD LETTER SENT	____/____/20__
LINKS BOOKING AMENDED TO PERPETUAL	YES NO	PRO RATA AMOUNT	\$____.____ PD YES NO
DIRECT DEBIT ACCOUNT INFO ENTERED	YES NO		