

cancellations

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

- >> 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.
- >> A \$25 cancellation fee will be incurred.
- >> Refunds are not permitted. A credit will be created for any paid/unused lessons for use in the future with our DLSA Private Program.

Class Suspension and late payment fees explained...

- >> A late payment fee of \$25 will be added to the family account for any fees outstanding following Week Four of the program.
- >> Lessons will be suspended for any family accounts still outstanding at the completion of Week Seven of the program.
- >> 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 stopping you from meeting our policy requirements please do not hesitate to contact the DLSA Admin Team at your earliest convenience.



policy overview

We have worked hard to provide you with a top quality facility and highly trained coaches, teachers and administrators.

While this brochure forms the basis of our service to you, our Payment and Make-Up Policies ensure we can continue to live up to your expectations. Happy swimming!

- >> 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 lessons.
- >> Make-ups cannot be used as credits for lessons.
- >> A cancellation fee will be incurred when cancelling out of a program less than seven days prior to the lessons starting.
- >> Lessons will be suspended if fees are not paid in full by Week Seven.



Wilsonton >> 30 Erin Street

Centenary Heights >> Corner Ramsay & South Sts

swim@dlsa.com.au



1300 885 667



payment & make-up policy

All you need to know is right here!



1300 885 667



payment policy

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

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

>> Direct Debit-Discounted Rate

Direct Debit is available for your convenience. Break your annual swimming fees into 12 easy payments. For full details, check out www.dlsa.com.au/member-services/direct-debit

>> 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. For more information, see our "Important Dates" page on our website at www.dlsa.com.au/member-services/current-news

>> Part Payment Full Rate

50% of the total family fee is due by the end of Week Two and the balance is due by the end of Week Four. Any fees still outstanding following Week Four of the program will attract a late payment fee.

>> Booster Block Holiday Programs Payment

Full payment is due for Booster Block Programs on the first day of lessons or prior. *Booster Block programs run part of every school holidays excluding our holiday closure times. For Booster Block program times, click on www.dlsa.com.au/member-services/current-news*

>> Competitive Squad Program

- >> All monthly fees are based on a four-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 one full week of training due to illness or an absence that we have been notified of at least two weeks in advance then we will pro-rate the four week fee at 75%
- >> If a swimmer is absent for two full weeks of training due to illness or an absence that we have been notified of at least two weeks in advance then the four week fee will be pro-rated at 75%
- >> If a swimmer is absent for a period greater than two weeks then their account will be assessed on an individual basis.

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



Call us today! 1300 885 667
www.dlsa.com.au



make-up policy

We know that at various times throughout the year, you may not be able to make it to a particular learn-to-swim class. That's ok, we understand! And that is why at DLSA we have a very flexible, family friendly Make-Up Policy.

Read on for more information...

Firstly, 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 free make-ups for any lesson missed through sickness subject to the following conditions:

- >> 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.
- >> Make-ups are made subject to availability.
- >> No more than four make-ups per child can be accrued at any one time.
- >> Make-ups can only be used in a program in conjunction with an active booking.
- >> If you are unable to attend any make-ups, a \$4 credit per make-up will be placed on your account (maximum four make-ups per child).
- >> Make-ups must be finalised within eight weeks of being accrued unless a prolonged sickness or injury supported by a doctor's certificate prohibits the make-ups being done within the eight weeks.
- >> 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.
- >> A maximum of four 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 Six of the new program.