

# Danny Frawley Centre Swim School Terms and Conditions – Paid in Full

## 1. Absenteeism & Make-Up Classes

An absence can be reported from 1 hour to 14 days in advance of your scheduled class using your Active World App.

### **Make Up Classes are available provided:**

- Notification of an absence is provided at least 1 hour in advance of the scheduled class using your Active World App.
- You have 14 days to book and attend a Make-Up class using your Active World App, after which time the make-up lesson will be forfeited.
- Once booked, Make-Up classes cannot be changed
- The maximum number of make-up classes available per student are as follows
  - If student does 1 lesson per week – 3 make-up Lessons per year
  - If student does 2 Lessons per week -6 make-up Lessons per year
  - If student does 3 Lessons per week – Unlimited make-up Lessons per year

## 2. Suspension

- Not available unless a letter from a medical practitioner detailing the disability or illness is provided.

## 3. Cancellation

### **a) Cooling Off Period**

- The cooling off period varies between the states.
- The cooling off period commences at the close of business on the “Commencement Date”.
- New members have the right to cancel their membership within the cooling off period if they are not completely satisfied with the services and programs.
- All cooling off cancellations must be in writing to the Manager.
- All monies will be refunded on a pro rata basis with the exception of fees for an Administration Fee whichever is the lesser of up to 10% of the Membership Fee or \$75.
- Cooling Off periods are as follows:
  - VIC/NSW/ACT - 7 days
  - QLD/WA - 2 days
  - TAS – 1 day
  - SA/NT – 0 days

### **b) Serious Illness or Permanent Disability:**

- Upon providing a letter from a medical practitioner detailing the disability or illness, the Centre may agree to cancel the membership effective from the day of notice for an Administration Fee of up to 10% of the Membership Fee.
- All monies will be refunded with the exception of charges for services already delivered.