
Swim Academy Membership Terms & Conditions

Welcome to Latrobe Leisure. By joining our Swim Academy, you agree to abide by the following terms and conditions, which are designed to ensure a safe, fair, and positive experience for all.

Membership Freeze

- All students are entitled to 4 lesson freezes per calendar year. You will not be charged for these lessons.
- If you choose to freeze your membership, this needs to be submitted prior to the date of the lesson.
- Freezes (excluding medical certificates) must be completed in the client portal.
- If your child misses a lesson for medical reasons, a credit will be applied upon presentation of a valid medical certificate from a General Practitioner or Medical Specialist. Certificates are accepted year-round with no limit, but if the certificate covers more than 6 consecutive weeks, lessons will be cancelled, and re-enrolment is required upon return.
- Any additional missed lessons will still be charged at the normal rate, as the student is reserving a spot in the class

Concession

- It is your responsibility to provide a valid concession card before the expiry of any previously submitted cards to maintain your concession discount. If not updated, fees will be charged at the full rate until current concession details are provided.
- Valid Concession cards:
 - Health Care Card
 - Pension Card
 - Disability Support Pension Card

The concession card **MUST** list the students name to receive the concession discount.

- Your concession discount will not be backdated.

Cancellation of Membership

- Membership remains active until written notice is provided.
- Cancellations must be submitted via the Swim Academy Cancellation Request form available on the Latrobe Leisure website.
- A minimum of 10 business days' notice is required before the requested cancellation date.

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- Any outstanding fees at the time of cancellation will remain on the account and must be paid before rejoining Latrobe Leisure.

Non-Attendance

- If a student misses 4 consecutive weeks of lessons without notifying the facility, their enrolment will be cancelled.

Aquatic Pass

- All students will receive a complimentary aquatic pass providing access to the pools at Latrobe Leisure Morwell, Moe Newborough, Churchill, Moe Outdoor, and Yallourn North Outdoor. For students under 5 years old, the pass also includes access for one responsible guardian. Children under 5 must be accompanied in the water by a guardian over 16 years, who must remain within arm's reach at all times.
- The Swim Academy aquatic pass will be deactivated if the direct debit contract is terminated by either the customer or Latrobe Leisure, or if payments fall into arrears. The pass is for recreational use only and is not valid for programs such as school swimming, swim clubs, group bookings, or similar activities.

General Conditions & Supervision Guidelines

- All patrons must comply with the facility's Conditions of Entry and follow all staff instructions at all times.
- All students must present their membership card or key tag when entering any Latrobe Leisure facility.

Supervision Requirements

Children Aged 5–9 Years

- Must wear a yellow wristband while at the pool.
- Must be accompanied into the centre by a responsible parent or guardian.
- Must be actively and constantly supervised.
- Parents/guardians must maintain a clear, unobstructed view of the child at all times.

Children Under 5 Years

- Both the child and the guardian must wear pink wristbands while at the pool.
- Must be accompanied into the centre and the water by a responsible parent or guardian.
- Parent/guardian must stay within arm's reach of the child at all times.

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- Constant, hands-on supervision is required—if the child is in the water, the parent/guardian must also be in the water.

Additional Requirements

- Infants still requiring nappies must wear tight-fitting aqua nappies in the pool. Standard nappies are not permitted. Aqua nappies are available for purchase at reception.
- Children must be collected immediately after their lesson concludes.
- For any concerns regarding your child's class or progress, please speak with reception staff.
- Swim teachers are unavailable for discussion during lesson times.

Privacy Notice

- Member information is collected in accordance with the Latrobe City Council Privacy Policy.
- Your information will not be shared with third parties without your consent, unless required by law.

Direct Debit – Fee Payment Information

Payment Schedule:

- Fees are charged fortnightly on Thursdays for the number of lessons booked in the upcoming fortnight.
- A pro rata payment will be calculated from your enrolment date up to the next scheduled direct debit. This amount is payable upon completing your enrolment in the client portal.
- Outstanding balances cannot be paid via direct debit and must be settled either through the client portal or in-centre prior to attendance to the next lesson.

Direct Debit Swim Academy Drawing Amounts:

- On enrolment a pro rata payment will be calculated from your enrolment date up to the next scheduled direct debit
- Fortnightly direct debits will be adjusted to reflect:
 - Public holidays
 - Approved medical certificates
 - Suspension periods
 - Any lessons cancelled by Latrobe Leisure

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- Adjustments will result in a reduced payment amount where applicable.
 - Payments will continue to be deducted from your nominated account until a completed Swim Academy Cancellation Form is received by Latrobe Leisure.

Failed Transactions and Cancellations

- If a direct debit payment is returned unpaid, a \$9.00 bank fee will be applied and added to your account.
- If three consecutive direct debits are rejected and no payments are made toward the outstanding balance, your Swim Academy enrolment will be cancelled.
- Re-enrolment will only be possible once all outstanding fees have been paid in full.

Managing Your Membership

- Membership changes can be made at any time via the client portal.

Acknowledgement:

I have read, understood, and agree to abide by the above terms and conditions. I understand these are in place to ensure the health, safety, and enjoyment of all Latrobe Leisure Swim Academy students and staff.

