

Welcome
to
Burpengary Aquatics Swim School



LTS Parents Information booklet

Phone: 07 3888 1088

Email: burpengary@rlssq.com.au

Website: www.burpengaryaquatics.com.au

Facebook: [Burpengary Aquatics](https://www.facebook.com/BurpengaryAquatics)



Welcome to Burpengary Aquatics Swim School

Burpengary Aquatics Swim School offers an all year round term program which is usually 10 weeks in duration. The term program is the same as the Queensland school terms, some terms maybe 8, 9 or 11 weeks long due to public holidays. We do not charge for public holidays and we do not offer lessons on these days.

All of our instructors are Professional Austswim/Swim Australia qualified and attend regular inhouse training to maintain industry standard skills. Inhouse training develops consistency in the delivery of our program.

Our program strives to deliver a professional and fun program while learning basic self survival skills and incorporating swimming techniques to develop a strong and confident swimmer. We offer a preschool and school age program with achievable learning outcomes. We also cater for children aged from 3 months of age to Adults and Special needs.

We also offer 5 day intensive swimming programs during the school holidays so to continue developing your childs swimming schools.

We offer 2 makeup lessons per term (if there is a position available) and these must be used *within the term* your child is booked into. Makeup lessons are made up AFTER your missed lesson. We do not credit missed lessons unless it is for severe medical reasons and a doctors certificate may be requested. You must notify us *prior* to your childs lesson, either by phone, email or through the portal, if you cannot attend a lesson. If you do not notify us prior to the lesson that you are not attending you will not be allocated a make up lesson.

The portal is a great tool for parents to notify us of any missed lessons, organise makeup lessons at your own time and to see what fees you have paid or owe. It is at your convenience anytime that suits you.

We have a learn to swim office (in the main entrance) where you can make enquiries, payments and bookings. ***Each child must be registered at the office before entering swimming lessons.*** This is so we know who is on site for any safety or evacuation reasons. It also gives the learn to swim staff the opportunity to meet our parents and students and to get to know you better.

If you have any enquiries regarding lessons or your child's development please contact the learn to swim coordinator. Our instructors are on a schedule and are unable to directly talk to our parents.

The following pages offer information on payment methods, how to log onto the portal and an enrolment form with our terms and conditions of enrolment.

We hope you and your child enjoy our program and what we offer at

Burpengary Aquatics Swim School.



Burpengary Aquatics Swim School
20 Fountain Road
Burpengary East Qld 4505
Ph: 07 3888 1088
Email: burpengary@rlssq.com.au
ABN: 60 478 008 791

METHODS OF PAYMENT

Term Payments:

- Cash over counter
- Credit card or Debit card
- Direct deposit to RLSSQ bank account:
 - Acct Name: Royal Life Saving Society Qld
 - BSB: 734-000
 - Acct: 071362
 - Ref: BAC (your child's name) e.g. BAC Tim Smith
 - A receipt must be emailed to burpengary@rlssq.com.au to advise of payment

Pay your fees in full prior to the term commencing and you will receive a 10% discount on fees

Weekly:

- Cash over counter
- Credit card or Debit card
- Direct Debit
 - Please complete Direct Debit Request Form and return to us
 - Direct debit payments will be collected each Wednesday during term time
 - Any cancellations of direct debit must be in writing to burpengary@rlssq.com.au

Cancellations:

- Request for cancellations must be received in writing with 4 weeks' notice.
- If you are forced to cancel lessons part way through the term due to medical reasons a medical certificate must be produced and fees will be credited.
- All cancellations will incur a \$20 administration fee.

DIRECT DEBIT REQUEST FORM

Parent/Guardian "You"			
Surname		First Name	
Students			
Surname		First Name	
Surname		First Name	
Surname		First Name	
<p>You request and authorise Royal Life Saving Society Qld to arrange through its own financial institution a debit to your nominated account any amount payable for services agreed. This debit will be made on the Wednesday of each week during term time from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Service Agreement.</p>			
BANK ACCOUNT			
Financial Institution / Bank name:			
Name on Account:			
BSB No:			
Account No:			
OR CREDIT CARD			
Type of card:	Mastercard / Visa		
Name on Card:			
Credit Card No:			
Expiry Date:			
<p>Acknowledgement: By signing and/or providing us with a valid instruction in respect to your Direct Debit Request you have understood and agreed to the terms and conditions governing the direct debit arrangements between you and Royal Life Saving Society Qld Inc. as set out in this request and in your Direct Debit Service Agreement.</p>			
AUTHORITY			
Customer Signature			
Print Name:			
Credit Card/Bank Account Holders Signature (if different from Customer)			
Print Name:			
Email Address:			
Phone:			
Date:			

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit request service agreement between you and us.

Business day means a day other than a Saturday or a Sunday or a public holiday.

Debit Day means the day that payment by you to us is due.

Debit payment means a particular transaction where a debit is made.

Direct debit request means the Direct Debit Request between us and you.

Us or We means Royal Life Saving Society Qld Inc., the Debit user you have authorised by signing a direct debit request.

You means the customer who signed the direct debit request.

1. Debiting your account

- 1.1 By signing a direct debit request you have authorised us to arrange for funds to be debited from your account each Wednesday of the current term.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the Weekly Direct Debit Request.
- 1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day.

2. Changes by us

- 2.1 We may vary any details of this Agreement or a Direct Debit request at any time by giving you at least 14 days written notice.

3. Changes by you

- 3.1 Subject to 3.2 you may change the arrangements under a direct debit request by contacting us by phone on 3823 2823.
- 3.2 Your enrolment may be cancelled in writing to Attention: The Manager, The Plantation Swim School, PO Box 1093, Capalaba, QLD, 4157 or email: accounts@rlssq.com.au. A minimum of 4 weeks' notice is required.
- 3.3 Cancellation requests received after the 13th day of the month will not take effect until the following month's debit day.
- 3.4 You may also request a change to your bank account or credit card details by completing a new Direct Debit Request Form and submitting to accounts@rlssq.com.au

4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
 - 4.2.1 You may be charged a fee and/or interest by your financial institution
 - 4.2.2 You will also incur fees or charges imposed or incurred by us, and
 - 4.2.3 You must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account at an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.

5. Disputes

- 5.1 If you believe there has been an error in debiting your account, you should notify us directly on 07 3823 2823 or confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly or by other sufficient means in agreement with you. We will also notify you in writing if required of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence of this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

- 6.1 You should check:
 - 6.1.1 with your financial institution whether direct debiting is available from your account as direct debiting is not available on all types of account
 - 6.1.2 your account details which you have provided to us are correct by checking them against a recent account statement
 - 6.1.3 with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

- 7.1 We will keep any information, including your account details, in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees - who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
 - 7.2.1 To the extent specifically required by law or
 - 7.2.2 For the purposes of the agreement, including disclosing information in connection with a query or claim

8. Notice

- 8.1 If you wish to notify us in writing about anything in relation to this agreement you should write to : The Manager, The Plantation Swim School, PO Box 1093, Capalaba, Qld, 4157 or email accounts@rlssq.com.au

Total payment amount: \$	Weekly payment amount: \$
Duration of payments: weeks	Ongoing payments: end date
Customer Signature:	
Date request signed:	
Credit Card or Bank Account Holder Signature:	
Staff Signature:	

How to log onto the portal

Go to the swim school website www.burpengaryaquatics.com.au

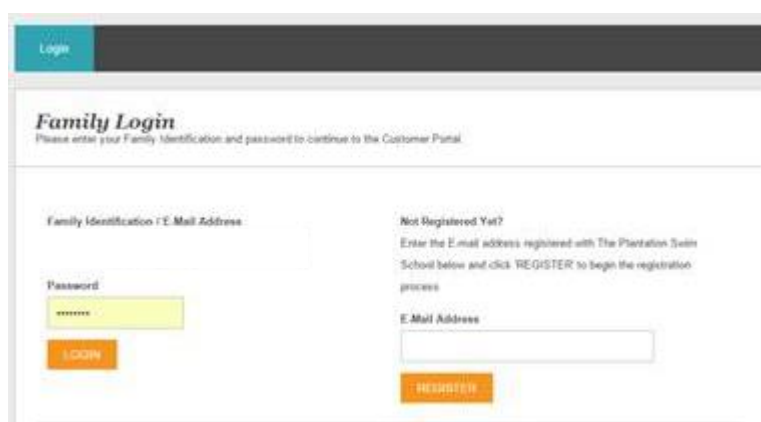
Please find following step by step instructions to book your make up lesson! If you have any issues, please email burpengary@rlssq.com.au or you can also use the 'send message' tab on the portal.

To avoid a load of email/phone tag here is the instructions to book your own make up lessons through the swim school portal. (Please note – some Mini Squads and Babies classes may not appear on the portal – if you have any issues with the portal, please use the Send Message tab and we will fix it from our end)

On the main page there will be a blue box on the left of the screen that says “Client Portal” – clicking on this will take you to the Swim School Portal.

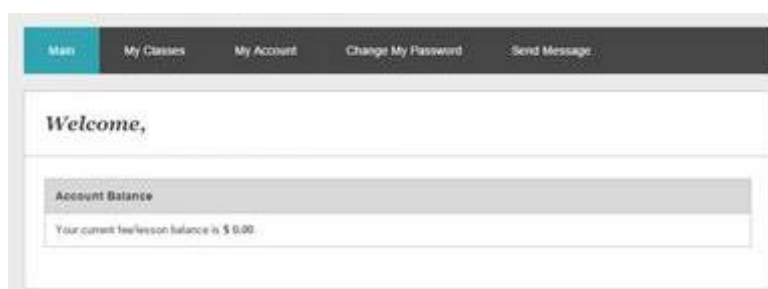
You will then need to do the following –

- Register the email address that you have registered with us and create a password



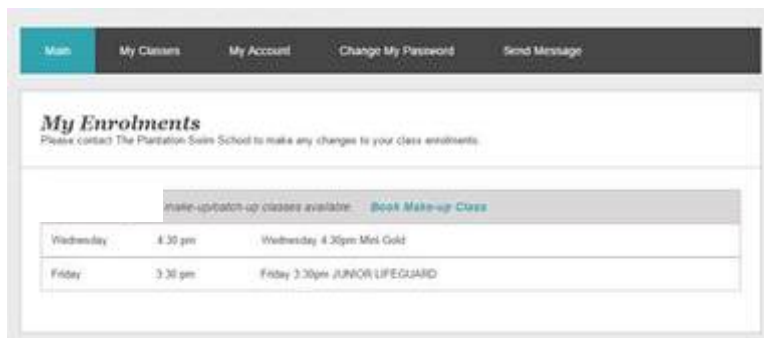
- Once you have received your confirmation email (if you haven't received a confirmation email, check your junk mail) you will then be able to login to the portal with your email and password

Once you login you will see this screen - The main page tells you how much you have owing



“My classes” tab will tell you the child’s name – which day, time and level they are booked into for this term – it will tell you if you have any make ups owing.

You MUST email your child’s absence or call for us so to mark them away first before the makeup will show on your account – you will need to wait at least 24 hours after notifying us for the absence to be noted on the system.



Once you click on Book Make-Up Class (highlighted in blue) you will be given all options available for your child's level for the next 2 weeks – you just need to select your preferred day/time, click continue and then it will automatically come through to the system for your selected day.

- The “My Account” tab will again tell you how much you have owing – you can change your own password on the next tab – and then the final tab “Send Message” will automatically send an email to the swim school email if you are having any issues with the system.



This system solves a lot of phone and email tag – the only times that there has been an issue is if you haven't notified us first or if there is no availability for their level. Your attendance or notification can be amended our end however if there are no positions available for a makeup this may need to be forfeited.

If you receive any error codes when logging in please send an email to the swim school and we will resolve this quickly.



2020 LEARN TO SWIM ENROLMENT FORM

Student Personal Details

Family Name/s: _____ Name of Child: _____ M / F

Date of Birth: _____ / _____ / _____ Level Assessed: _____

Family Name/s: _____ Name of Child: _____ M / F

Date of Birth: _____ / _____ / _____ Level Assessed: _____

Family Name/s: _____ Name of Child: _____ M / F

Date of Birth: _____ / _____ / _____ Level Assessed: _____

Family Name/s: _____ Name of Child: _____ M / F

Date of Birth: _____ / _____ / _____ Level Assessed: _____

Contact Details (please include at least 1 mobile phone number and 1 email address – all swim school information is delivered via email)

Parent/s Name: _____

Address: _____

Suburb: _____ Postcode: _____

Phone: _____ Mobile: _____ Email: _____

Alternate Emergency Contact:

Name / s: _____ Relationship _____ Phone: _____

Confidential Medical Report

The information below is requested to assist in case of any illness or accident. This information will be held in confidence.

(1) Does your child/ren have any medical issues, including learning difficulties, sight, hearing or breathing problems?
Please list _____

(2) Is your child presently taking medication? Y/N _____

(3) Is your child allergic to anything or have any physical or special needs Please list: _____

I authorise Burpengary Aquatic Centre and RLSSQ Staff, where it is impractical to communicate with me, to arrange for my child to receive such medical or surgical treatment as the Staff may deem necessary at any time during the activities.

I further authorise the use of Ambulance and/or anesthetic by a qualified medical practitioner if in his/her judgment it is necessary. I accept responsibility for payment of all expenses associated with such treatment.

I/We will not hold Burpengary Aquatics Swim School & Aquatic Centre (and those connected with the association) responsible for personal injury, loss or theft of property affecting me/us or my/our child in accordance with our terms and conditions.

Signature of Parent/Guardian:

Important conditions of enrolment

- Your enrolment form is valid for 12 months. A new form is required to be completed at the beginning of each year.
- Students must be registered at reception prior to entering for lessons.
- By signing this form you agree for your child/children to take part in Burpengary Aquatics Swim School Swim and Survive program.
- It is the parents responsibility to inform the swim school coordinator of any personal changes or medical conditions

Payment of learn to swim fees

- If fees are paid in full for a full term of lessons *prior to commencement of the program you will receive a 10% discount*. All fees must be finalised by the second lesson of the term unless you are private student or paying weekly.
- **Private lesson fees** are paid weekly. Notification of absence must be given 2 hours before the lesson or fees will apply. Makeups are not available for private lessons.
- For **mainstream lessons**, if you wish to pay your fees weekly this is accepted via direct debit only
- If you enrol after the term has commenced, no discount applies. Fees must be paid in full upon enrolling into the program.
- At the end of each term students automatically rollover to the next term. It is your responsibility to inform the swim school if you are not continuing. If you do not end your enrolment and your child holds a position in the program, you will incur lesson fees at the lesson rate per week.
- If there are fees owing, these must be finalised before enrolment will be allowed into the following term.

Makeup lessons and administration

- A \$20 nonrefundable administration charge will be charged per child for any cancellations.
- 2 makeup lessons are allowed per term, **if a position is available**. Makeup lessons must be made up in the term that your child is enrolled. Make up lessons will not be credited unless for severe medical reasons.
- Parents/carers must be in attendance on site at all times.
- Photographs, videos and other forms of media maybe taken of your child during lessons for the purpose of promoting the Swim School and RLSSQ. These will remain the property of Burpengary Aquatics Swim School and Royal Life Saving Society Queensland Inc (RLSSQ). If you do not agree to having photographs etc taken please indicate below.
- All learn to swim enquiries or questions regarding your child must be taken to the Learn to Swim Coordinator

Signature of Parent/Guardian:

Name **Date**

Permission to be photographed or filmed **Yes / No**

- How did you hear about Burpengary Aquatics Swim School
 - Are there any family situations we should be aware of?
 - Has your child had swimming lessons before?
 - Has your child had any negative experiences in the water? If so please explain
-
-

PRIVACY NOTICE

We respect your privacy. Information collected on this form and/or provided to us will be used for the purpose of dealing with you as a customer of the society. Your information may be disclosed to relevant staff, officers, members, suppliers, contractors, affiliates and/or training partners for membership administration, statistical, regulatory and other purposes. The Society may also use third parties to administer and deliver services and communications to customers such as newsletters, online surveys and benefits. Some third-party suppliers or their products and services are located overseas. Please contact us if you do not agree with our privacy policy as we may not be able to process your enrolment. You will be able to access this information by contacting our Privacy Officer.