



# LITTLE FISHES

## Swim School

### ENROLMENT FORM

#### PARENT/GUARDIAN DETAILS

TITLE (Mr, Mrs, Miss, Ms)	
GIVEN NAME	
SURNAME	
CONTACT NUMBER (HOME)	
CONTACT NUMBER (WORK)	
CONTACT NUMBER (MOBILE)	
ADDRESS	
E-MAIL ADDRESS (please print clearly)	

#### STUDENT DETAILS

STUDENT NAME	DATE OF BIRTH	GENDER	MEDICAL CONDITIONS	LEVEL (Office Use)

#### EMERGENCY CONTACT

EMERGENCY CONTACT (different to above)	NAME	PHONE NUMBER	OFFICE USE ONLY

#### HOW DID YOU HEAR ABOUT US?

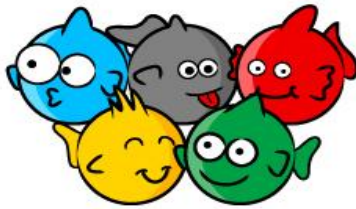
Web	Friend	Newspaper	Face book	Preschool	Flyer	School	Magazine	AUSTSWIM	Swim Australia



**littlefishesswimschool.com.au**

8 Florence Street, Oakhurst, 2761

Ph: 9625 0701 Fax: 96256789 Email: admin@littlefishesswimschool.com.au



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### SWIM LESSON AVAILABILITY

**Tick all options or write down a specific time if you have a preference**

TIME	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	TIME	SATURDAY	SUNDAY
9.15am-1.15pm					8.30am-1.00pm		
3.30pm-7:30pm					1.00pm-5.00pm		N/A

### WHAT YOU PAY AND WHAT YOU GET!

Name	Fee \$	Terms & Conditions	Registration Fee \$	Direct Debit	Scan Card	Happy Nappy	Goggles & cap	CUSTOMER SIGNED OFF
			25					
			25					
			25					
			25					

**MONTHLY FEES:** \$56.00 Per lesson per month

If there are three sibling attending lessons there will be a 15% saving on the fees for all three children.

**Fees are paid by Direct Debit only.** Monthly fees are deducted the first business day of each month by Credit Card or Bank Account. There are no re-enrolment days to line up for and the student's position is active forever!

There is a \$2.00 processing fee per month for the Direct Debit.

### **MAKE-UP LESSONS**

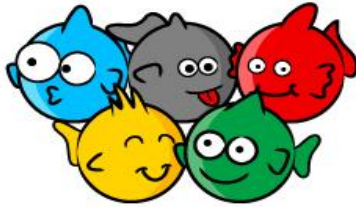
Everyone loves a holiday and we know kids can get a little sick now and then. Each child will have ten make-up lessons in a Calendar year. This will be from the start of lessons in January to the end of lessons in December. When you do not turn up for the make-up lesson it will be recorded down as one of your 10 make-up lessons. Please call in the 24 hours before your required make-up lesson time. We do keep to our small class ratios here so the make-up lesson will be subject to availability.



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# LITTLE FISHES

## Swim School

### 1. New Enrolments

Forms to be completed and signed

- Enrolment Form
- Direct Debit Details
- Term & conditions

### 2. Payment

A registration fee of \$25.00 will be charged. A student will receive a Happy Nappy or goggles and a cap on receipt of this payment. Payments are made from an approved credit card or bank account. The amount is debited from your nominated credit card or bank account on the first of every month.

A pro rata amount will be calculated from the date you book until the next direct debit run. This amount will need to be paid in person by cash or by eftpos.

### 3. Terms

Direct Debit bookings are ongoing. Your account will continue to be debited on the first of every month until an amendment form has been completed and signed with notice of cancellation. Cancellations need to be given one month in advance. If bookings are not cancelled one month prior you will lose the payment for the remainder of the month.

### 4. Cancellation/Cessation of Lessons

Notification of cancellation must be provided in writing 1 month prior to a scheduled debit, or the following months fees will be deducted. If the nominated credit card or bank account has been cancelled, expired or has no credit, a \$15 rejection fee will be charged on top of the remaining balance that needs to be debited. This fee must be paid in person by cash or eftpos, where your nominated account must be updated or changed so your debits can continue to work. If lessons are cancelled and you return you will need to pay the \$25.00 registration fee.

### 5. Failed Payments

If the bank rejects a transaction an alternative payment must be made. Failed payments remain due and payable.

A \$15 rejection fee will apply and be charged in addition to the remaining balance that needs to be debited. This fee must be paid in person by cash or eftpos, where your nominated account must be updated or changed so your debits can continue to work.

### 6. Non Transferable

Bookings are non transferable to other people and can not be converted to other products or services.

### 7. Swim School Scan Cards

Swim school scan cards must be presented to customer service on entry to the Centre. Each person enrolled will be issued a card. This will record the

attendance of the card user. A \$1.00 fee will be issued for the replacement of lost or damaged cards.

### 8. Changes to Swim School bookings

All changes to bookings must be made and signed in person on the appropriate form to ensure confidentiality of account details and accuracy of records. All changes of debit details must be given with seven days notice prior to the next scheduled debit.

### 9. Price Increase and Future Changes

You will be notified at least one month in advance of any payment increases or changes in the terms and conditions of your swim school booking.

### 10. Request for Class Change

While every effort is made to accommodate requests for change, it is dependent on the availability of vacancies and no guarantee can be given to accommodate requests.

### 11. Make up lessons

Ten make up lessons are available per child per year. No documentation is required. Make-up lessons can only be issued if you have notified us of your absence prior to the lesson commencing. Make up lessons are subject to availability and can only be booked up to 24 hours prior. Make up lessons cannot be cancelled or used as credit towards your next month's fees. Make-up lessons are not transferable to siblings in the same family.

### 12. Holidays/Public Holidays/Holiday Intensive

Classes are run on a monthly schedule and we do not close over school holidays. There is a 3 week holiday period over Christmas. Holiday Intensive program will run during School Holidays and January. There are no classes on public holidays. Details and dates of holidays and holiday intensive programs will be provided 2 months prior.

### 13. Swimming Attire

All students under 3, whether or not they are toilet trained must wear a Happy Nappy whilst in the pool during their lesson. Under 3 years are provided with a Happy Nappy and older children are provided with a Latex cap and goggles upon receipt of the Registration Fee. Swim caps are recommended to be worn at all times.

I, \_\_\_\_\_ hereby agree to accept all the terms and conditions outlined to me in the above document.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### Privacy Statement

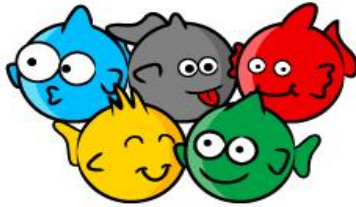
The personal information contained in this document is collected to provide contact information for organisations or individuals, wishing to enrol into learn to swim lessons. Information such as medical details are required to assist in accommodating the individuals needs and abilities



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# LITTLE FISHES Swim School

# LinksPay

ABN: 96 134 528 279



Direct Debit Request

## Customer Details

Given Name/s:  Surname:   
(Or Business Name)

Address:   
Street Name and Number Suburb State Post Code

Mobile Number Home Phone Work Phone Drivers Licence No:

Email Address Date of Birth

## Payment Arrangement

Commencing on the:  /  /  debit the amount of: \$

D D M M Y Y Y Y

from my nominated account below, and continue with debits in the amount of: \$

**Monthly** as per the Terms and Conditions of the Little Fishes agreement for the total amount billed for the specified period for this and any other subsequent agreements or amendments.

### Fees / Charges

**Transaction Fee:** \$2.00 per transaction

## Debit from Banking Account

I / We authorise LinksPay Pty Ltd, Debit User ID 382220, to debit my/our account at the Financial Institution identified below through the Bulk Electronic Clearing System (BECS) in accordance to the Payment Details stated above and as per the Service Agreement provided.

Financial Institution:  Branch:

BSB Number:  —  Account Number:   
9 Digits MAX

Account Holder Name(s):

Direct Debit is not available on the full range of accounts – if in doubt please refer to your financial institution

## Debit from Credit Card

Please charge my periodical payments to my (please tick one):  VISA  MasterCard

Card Number:

Expiry Date:  /

Card Holder Name:

By signing this form, I / We acknowledge that **Little Fishes Swim School** will appear as the business name on my credit card statement in reference to this and subsequent transactions.

**This Authorisation is to remain in force in accordance with the Terms and Conditions on this page and the provided Service Agreement, and I/we have read and understand the same.**

Signature(s) of Nominated Account or Credit Card holder

Date

Signature(s) of Nominated Account or Credit Card holder

Date

OFFICE USE ONLY:

Reference Number:

Entered by:

Service Manager:

# DDR Service Agreement

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with LinksPay and the Business. It also details what our obligations are to you as your Direct Debit Provider. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form

I/We hereby authorize LinksPay Pty Ltd (ABN: 96 134 528 279) Direct Debit User ID **382220** to make periodic debits on behalf of the "Business" as indicated on the front of this Direct Debit Request (herein referred to as the Business)

I/We acknowledge that LinksPay is acting as a Direct Debit Agent for the Business and that LinksPay does not provide any goods or services and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

I/We acknowledge that LinksPay and the Business will keep any information (including account details) contained in the Direct Debit Request confidential. LinksPay and the Business will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

I/We acknowledge that the debit amount will be debited from my/our account according to the Direct Debit Request, this Agreement and the terms and conditions of the agreement with the Business.

I/We acknowledge that bank account details have been verified against a recent bank statement to ensure accuracy of the details provided. If uncertain you should contact your financial institution.

I/We acknowledge that it is my/our responsibility to ensure that there is sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight; however transactions can take up to three (3) business days depending on your financial institution. I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/We agree that LinksPay will not be held responsible for any fees and charges that may be charged by your financial institution.

I/We Acknowledge that there may be a delay in processing if:

- 1) There is a public or bank holiday on the day, or any day after the debit date
  - 2) A payment request is received by LinksPay on a day that is not a Banking Business Day
  - 3) A Payment request is received after normal operational hours, being 4pm Monday to Friday.
- Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise the Business to vary the amount of the payments from time to time as provided for within the Business agreement. I/We authorise LinksPay to vary the amount of the payments upon instructions from the Business. I/We do not require LinksPay to notify me/us of such variations to the debit amount.

I/We acknowledge that the total amount billed will be for the specified period for this and/or subsequent agreements and/or amendments.

I/We acknowledge that the Business is to provide 14 days notice if proposing to vary the terms of the debit arrangements.

I/We acknowledge that variations to the debit arrangement will be directed to the Business.

I/We acknowledge that any request to stop or cancel the debit arrangement will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business. If no resolution is forthcoming you are advised to contact your financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, I/We will be responsible for any fees and charges for each unsuccessful debit in addition to any financial institution charges and collection fees, including and not limited to any solicitor fees and collection agent fees appointed by LinksPay.

I/We acknowledge that if specified by the Business, a setup, variation, dishonour, SMS or processing fees may apply as instructed by the Business.

I/We authorise:

- 1) The Debit User to verify details of my/our account with my/our financial institution
- 2) The Financial Institution to release information allowing the Debit User to verify my/our account details.

LinksPay Pty Ltd

ABN: 96 134 528 279

P.O Box 6290, Upper Mt Gravatt, Queensland 4112

Ph: 07 3219 9995 Fax: 07 3423 3601