

## **PAYMENT SYSTEM**

### ***ENROLMENT***

Once a decision has been made to enrol a student in swimming lessons at Seadragonz Swim School, customers receive an enrolment package which is full of information. Sometimes, with all this information it is easy to become overwhelmed and some details can be forgotten.

### ***Payment Required***

The first payment required will be a prepayment of two months. This includes payment for the first month (which is the current month that they are starting in) plus the final month. The final month could occur in 6 months or 6 years – it's up to the customer! For convenience, there are 3 methods of payment, as listed below:

- **Direct debit**
- **Cash**
- **Credit card (Holiday Program Only)**

If the enrolment occurs after the 16<sup>th</sup> of the month, one and a half months are required for the prepayment. This is half of the current month plus the final month.

Direct debit is the preferred method of payment at Seadragonz Swim School, it keeps costs down for the school and the customers. Direct debit costs 10% of employing someone to monitor customers payments.

## ***Cash Payments***

Please note, for **customers preferring to pay by cash**, the requirement is to pay six (6) months at a higher monthly rate. The higher monthly rate reflects additional costs associated with the administration and processing costs of non Direct Debit payment. Additionally, cash customers are not offered refunds or holding on prepaid fees.

## ***Ceasing or taking a break***

If you decide to cease or take a break from your child's swimming lessons, notification to Seadragonz must be in writing direct to our email address:

[seadragonz@seadragonz.com.au](mailto:seadragonz@seadragonz.com.au) or via the Seadragonz App.

Included in this email, the customers written authority must be given to Seadragonz Swim School ["to stop your direct debit payment"](#). This needs to occur before **10am on the 27<sup>th</sup> of the month** at the latest. Once Seadragonz receives the written authority, a confirmation will be sent by return email, stating the direct debit account has been placed on hold and no further payments will be deducted from your account.

Please remember, payment was made for the final month at the time of the enrolment. Therefore, classes are paid up for one (1) more month after the written notification has been received by our office requesting cancellation of Swimming Lessons.

The student's place will continue in the current class until all of the prepaid funds are used. Monies will not be held for future lessons.

## ***Holiday Arrangements***

Seadragonz offers half month fees for customers who will be away for four or more weeks, but wanting to retain their current class time. After receiving notification, Seadragonz will adjust the next direct debit payment, and mark the student as absent for those weeks. Upon the return and recommencement of classes, students slot back into their class – nice and easy!

## ***Discounts***

Discounts for families are not offered at Seadragonz Swim School. The reason for this is, that despite some swim schools claim to give a discount, the customer pays for that discount with their first enrolled student. If you notice, the price for this student is much higher. Everyone who has one student pays that higher price and subsidises the families with multiple students enrolled, which we feel isn't fair.

It's not normal practice to transfer money to another family member. The system is set up to permit sufficient notice for teachers (if students are leaving) and parents (if teachers are leaving) to have a month's notice of termination.

## ***In case of students "Injury or Illness"***

If the student is unwell or has had an ongoing illness and is unable to participate in lessons for at least a month, we kindly request that a medical certificate be made available, which states the date/s that the student cannot attend. It seems pedantic, but sadly there are enough people around who lack the integrity to be honest and it is unfair to put Seadragonz Swim School in the judging seat of who is and isn't. The

school can negotiate with a medical certificate, by either halving the cost to hold the spot for the return to lesson or hold fees for when the student is ready to return to lessons.

Should you have any questions in relation to our payments system, our friendly staff at reception will be happy to assist you with these. You can also contact our office by email or phone enquiries.