

## **Advantages of choosing Seadragonz Swim School** **Western Australia's Most Awarded Swim School**

- Seadragonz Swim School is one of only a few swim schools in Western Australia who are endorsed by all three peak bodies of the learn to swim industry.
- Easier payment system – after initial enrolment payment the monthly system is more financially manageable for families.
- Enrolment is made only one then class is ongoing until the customer decides to cease enrolment. This saves you the hassle of re enrolling every term.
- You can get 4 or 5 lessons per month depending on how the days fall and the cost is the same.
- Only the people in classes are in the pool. No public swimming means no interruptions to your class.
- We don't sell chips, lollies or ice creams to add to your swimming lesson cost.
- Classes ratios are small – 1:6 for infants/parent classes 1:4 for all other classes.
- Water is a warm 33° minimum.
- Our teachers teach IN the pool.
- The pool uses UV disinfection which means less skin irritations from chlorine.
- A student immediately moves to the next level when they are deemed competent at the current level. The student does not have to wait until the end of a school term to move up a class.
- You can enrol when you want, for a length of time that you want. We do not say when you can enrol or tell you for how long you must enrol.
- There are no waiting lists to enrol.

### **Your Swim School Staff**

- Your swim school staff are nationally qualified and led by some of the most experienced and well-known people in the learn to swim industry.
- All staff have as a minimum an Austswim Teacher of Swimming and Water Safety Certificate (or RLSS/SAT equivalent), a Resuscitation certificate and a Provide First Aid certificate.
- Many teachers hold specialist qualifications. This may include infant, preschool and people with disability qualifications.
- Some teachers hold university degrees and other advanced qualifications in various disciplines and choose teaching as a career and preferred employment choice.
- Some of our staff are Austswim trainers and are responsible for training many of the teachers working in Western Australia. They have written many programs used by others and are recognised as industry leaders both nationally and internationally.

2018 Winner – Business Armadale 'Employer of choice Award'

2017 Winner – Business Armadale 'Employer of choice Award'

2017 Winner – Business Armadale 'Business Excellence Award'

2016 Winner – Swim Australia 'Swim Eco Award'

2015 Winner – Business Armadale 'Excellence in Small Business Award'

2014 Winner – Business Armadale 'Human Resources Initiative Award'

2013 Winner – Business Armadale 'Innovation Award'

2013 Finalist – Australian Small Business Championships Award

2012 Winner – Swim Australia 'Most Environmentally Friendly School'

2012 Finalist – Australian Small Business

Championships Award

2011 Finalist – National Australian Save Water Awards

2010 Finalist – Australian Small Business Championships

2010 Winner – Swim Australia 'Best Swim School Marketing'

2010 Winner – Local Chamber Certificate of Merit

2010 HC – ABCA 'Best Start Up Business'

2009 Winner – WA Environment Small Business Leading by Example'

2009 HC – WA Environment 'Overall Winners Award'

2009 Winner – Local Chamber Awards for Business Development

2009 Winner – Swim Australia 'Community Service Award'

2008 Winner – Swim Australia 'Community Service Award'

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## ENROLMENT FORM

### Student details:

Family Name:		Student Name:	
Students D.O.B		Gender:	Male / Female
Student Swimming level:			
Medical Condition/s that may impact swimming lessons:			
Preferred Day time:	1.	2.	3.

### Parent Guardian Details:

Surname:		Given Name:	
Relationship to child:		Contact Number:	
Address:		Post Code:	
Email:			
Emergency contact:		Contact Number:	
Relationship to child:			

Is there any other information that you would like us to know to assist us in providing you with the best possible lesson?	
How did you find out about Seadragonz?	
To assist us in promoting our swim school can you please tell us which school / kindergarten / child care your child attends?	

### Declaration:

I \_\_\_\_\_, have read and understood the Terms and Conditions of Enrolment and any questions have been answered to my satisfaction.

Parent / Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

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## Photo Consent Form

### Parents / Guardian:

Seadragonz requests permission for images of your child / children to be taken during lessons and published. Images would be used for the purposes of marketing and training.

Signing the consent form means you agree to:

### Images of your child / children being published for marketing and training purposes.

If you consent for images to be taken by Seadragonz for the above purposes, please complete the form below and return to Seadragonz upon enrolment.

Please note, consent can be withdrawn at any time.

I give / do not give (please circle) permission to Seadragonz to capture images of my child during lessons for use in marketing and training.

I will notify Seadragonz in writing if I wish to withdraw this consent.

Family Name: \_\_\_\_\_

Student Name: \_\_\_\_\_

Student Name: \_\_\_\_\_

Student Name: \_\_\_\_\_

Student Name: \_\_\_\_\_

Student Name: \_\_\_\_\_

Parent / Guardian Name: \_\_\_\_\_

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

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**We want you and your children's experiences at Seadragonz to be the best they can be for them to learn and for you to enjoy their pleasure. Here is some information that may help everyone go over the speed humps a little easier**

## Helpful Information

- We strongly encourage the participants to use goggles. Goggles allow participants to see better and gain confidence sooner.
- We have no cap/no swim policy to keep hair out of the way and to keep the water cleaner and consequently use fewer chemicals.
- Rinse and powder silicone caps after swimming to make them easy to put on next time.
- Rinse bathers out after swimming to rid them of chlorine and they will last a little longer.
- We strongly encourage customers not to wear jewellery in the pool.
- If your child has had an upset let the teacher know; it impacts on their swimming lesson.
- All information will be distributed to parents and participants via the notice board / Seadragonz App / emails and Facebook. This is in line with our philosophy of caring for the environment by not using unnecessary amounts of paper. Please ensure you keep updated with the latest information.
- Arrive at classes a few minutes early. This makes everyone's day less stressful.
- Please address any concerns about anything to us immediately. We are here for you to make this the best place to learn to swim.
- We do not loan goggles or swim caps due to the potential transfer of conjunctivitis and possible head lice.
- All ban aids must be removed before entering the pool.

## Please note

- We do not hold places and your enrolment will not be processed until we have all your completed enrolment forms and direct debit forms.
- Prepayments can be paid as a once off from your direct debit or in person using cash or card.

## Parking

- Parking is available in the car park at the front of the centre.
- If this is full please park on the verge by reversing towards the fence rather than parallel parking on the road.
- Parking is permitted only on Seadragonz side of the road.

## Use of Cameras

- We encourage you to capture your child's time at swimming lessons for posterity; however, we request that your images contain only photos of your child.
- Before taking photos please speak to reception and obtain permission of the parents of other children near your class.

## Direct Debit Information

- Direct Debit is the preferred payment option.
- Direct Debit allows you to proceed directly to class and not queue up to make payments and reenrol.
- Direct Debit payments allow us to concentrate on you and your lesson and not be bogged down with administration affairs.

## Filling out Direct Debit Form

- For 'customer reference' put in the child's name
- Complete other personal details.
- To have the deposit withdrawn by direct debit select 'Once Only Debit', use today's date. Amount is \$189/student.
- For regular debits the starting date is the 28<sup>th</sup> of the current month. Amount is \$94.50/student.
- Tick monthly frequency and continue regular debits until further notice.
- Fill out bank of card details for the account you wish to have the funds transferred from.
- Sign and date at the bottom of the page using today's date.

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**Our swimming lessons are way fun but there are some serious things that we need to talk about so that we can just concentrate on getting wet and having as much fun as possible!**

**Terms and Conditions of Enrolment**

Please read our Terms and Conditions of Enrolment at our swim school, ask all the questions you need to understand them fully and then sign at the end to acknowledge that you're on the same page as us.

**1. General**

- 1.1 Terms and Conditions are subject to change. Notification of changes will be via the noticeboard.
- 1.2 Smoking is not permitted on Seadragonz property.
- 1.3 Parents/guardians of students **must** remain at the centre at all times.
- 1.4 Seadragonz provides an environmentally friendly soap in the rinse off facilities. No other products may be used.
- 1.5 We encourage people not to wear jewellery.
- 1.6 Swim caps must be worn by all students, teachers and parents participating in parent/child classes. Silicon and lycra caps are available at reception.
- 1.7 Seadragonz shall not be held liable for any loss, damage, theft or injury suffered or occasioned by persons or their personal belongings as a consequence of entry onto the property.
- 1.8 Acceptance of enrolment into a class by Seadragonz is an acceptance of the terms and conditions by the participants and their parent/guardian.
- 1.9 Seadragonz reserves the right to alter class times due to changing circumstances.
- 1.10 Seadragonz reserves the right to refuse any enrolment without reason.
- 1.11 Approved swim nappies only to be worn by infants and other participants who do not have complete bowel control.
- 1.12 Band-aids are not permitted in the pool.
- 1.13 Chewing gum is not permitted in the facility.

**2. Payment**

- 2.1 Classes operate on a monthly basis.
- 2.2 Fees are \$94.50/month. This payment secures the students place in the class. Seadragonz does not have a fee per class.
- 2.3 Fees are increased annually on the 28<sup>th</sup> of March.
- 2.4 A minimum of two-month prepayment is required at the time of enrolment. This pays for the first and last month of classes where enrolment commences before the 15<sup>th</sup> of the month. Enrolments occurring from the 16<sup>th</sup> of the month onwards are required to pay 1½ months prepayment.
- 2.5 Payment thereafter will occur on the 28<sup>th</sup> of each month via direct debit.
- 2.6 Requests for permission to pay other than by direct debit will be at management discretion.
- 2.7 Where permission to pay other than by direct debit is granted a minimum of six months payment in advance is required. When on a month is left on the prepayment, Seadragonz will notify the participant and the next instalment will need to be paid immediately.
- 2.8 Non direct debit customers pay a higher fee than direct debit customers, no funds will be held or refunded with 6month prepayment, except for extenuating circumstances.

**3. Cancellation**

- NB The prepayment for the last month of swimming paid at the time of enrolment must be used.
- 3.1 Notice is required in writing to terminate classes based around payment dates.
  - 3.2 Notice must be received no later than 10am on the 27<sup>th</sup> of the preceding month. This needs to occur in order to stop the direct debit payment. Notification received after this time will result in the student being enrolled for another month.
  - 3.3 The prepayment paid at the time of enrolment will be used as the last month's payment prior to termination.
  - 3.4 Prepayment will be forfeited if the required notice is not received.
- 4. Medical Cancellations**
- 4.1 A medical certificate must accompany requests to hold fees for the duration of the time the student cannot swim.
  - 4.2 Fees will be held from the day the medical certificate is received and cannot be backdated
  - 4.3 The student will be cancelled from the class and will need to reenrol when they return.
  - 4.4 If the absence will be less than a month an option to pay half fees to hold your class place is available

**5. Refunds**

- 5.1 Refunds will not be issued except in extenuating circumstances such as serious illness or injury lasting longer than two month
- 5.2 A cancellation fee of \$50 will apply to all granted refunds.

**6. Public Holidays**

- 6.1 Classes will not operate on public holidays.
- 6.2 If your class falls on a public holiday, you will be offered a half hour practice time in the pool for the student and the immediate family on the next available Saturday Family Swim date.
- 6.3 Bookings for this class are essential for each ½ hour time slot.
- 6.4 Parents/guardians must be in the water with the students during the Family Swim.

**7. Class Levels**

- 7.1 Seadragonz will accept the level specified on the enrolment form as correct at the point of enrolment, however, reserve the right to move a student to a more appropriate class if deemed necessary.
- 7.2 Seadragonz will not necessarily accept another institutions certificate of competence for a level. E.g. EDWA interm classes.
- 7.3 When a student meets all the skills of the enrolled level a certificate will be issued, and the student will move to the next level. This may incur a change of class time and /or day.
- 7.4 Seadragonz does not issue participation certificates for partial completion of levels.

**8. Christmas Closure**

- 8.1 Classes close for a break at Christmas and fees are halved for this period.
- 8.2 Customers must cancel classes by 10am on October 27 if not continuing beyond December of that year. Finish date will be the last lesson in November.
- 8.3 Customers wishing to finish at Christmas closure can pay for those classes at end of November.

**9. Missed Lessons**

- 9.1 Seadragonz must be notified if a student will miss a class in order to participate in the family swim. The free family swim is held twice a month on a Saturday afternoon as a substitute swim for a missed lesson.
- 9.2 Family Swim classes will only be granted where Seadragonz has been notified **prior** to the missed lesson.
- 9.3 The date for the family swim will be advised on the noticeboard. Bookings are essential.
- 9.4 Family swim is open to immediate family. Parents **MUST** accompany student into the pool.
- 9.5 Admission to family swim time is at the discretion of management.
- 9.6 Missed lessons cannot be used or exchanged for financial credit or refund.
- 9.7 Family swim time cannot be re-booked. Failure to attend the designated swim will result in forfeiture.
- 9.8 To arrange family swim time, notify the receptionist or email us.
- 9.9 For policies regarding absence due to extended holidays please see section 9.

**10. Sick Students – If in doubt, leave them out.**

- 10.1 Please consider your child's health as a priority.**
- 10.2 Students who are unwell do not learn and infect others. Students who are unwell are not permitted to participate in a lesson.
  - 10.3 Seadragonz reserves the right to remove a student if the instructor believes the student to be unwell.

**11. Students on Holidays**

- 11.1 Where a student will be missing lessons due to family holiday that is likely to be a month or more there are two options available.
  - A) Process a cancellation and then reenrol on return or
  - B) Pay ½ months fee and your place will be held for you for when you return.

**12. Transfers**

- 12.1 Students can transfer to another class at any time.
- 12.2 Students transferring must do so for a minimum of one month's duration to reduce the negative impact of change on the students learning

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## DDR SERVICE AGREEMENT (Ver 1.11)

## DDR Service Agreement (Ver 1.11)

I/We hereby authorise Ezidebit to debit my/our nominated card or bank account (referred to as "Ezidebit") to make periodic debits on behalf of the Business (referred to as "the Business") as indicated on the attached Direct Debit Request which incorporates this DDR Service Agreement.

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services) to me/us for the Business pursuant to the Direct Debit Request and has no express or implied liability in relation to the goods and services provided or to be provided by the Business or the terms and conditions of any agreement that I/We have with the Business.

I/We acknowledge that the debit amount will be debited from my/our nominated card or bank account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement including the Fees/Charges in the Direct Debit Request).

I/We acknowledge that the details of my/our nominated card or bank account should be verified (eg: against a recent card or bank statement) to ensure accuracy of the details provided and I/we will contact my/our financial institution if uncertain of the accuracy of these details.

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

I/We acknowledge that there may be a delay in processing the debit if:

1. a payment request is received by Ezidebit after Ezidebit's usual cut off time, being 3:00pm Qld time, Monday to Friday;
2. a payment request is received by Ezidebit on a day that is not a banking business day in Sydney, NSW and Melbourne, VIC; or
3. there is a public or bank holiday on the day when the debit transaction is due to be processed or on any of the following days until the debit is processed.

Any payment that falls due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time upon receiving instructions from the Business of a variation provided for within my/our agreement with the Business or as may be agreed by me/us and the Business. I/We do not require Ezidebit to notify me/us of the variation to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request (including this DDR Service Agreement) including varying the Debit Arrangement.

I/We will contact the Business if I/we wish to alter or defer the Debit Arrangement. I/We acknowledge that any request by me/us to stop or cancel the Debit Arrangement will be directed to the Business.

I/We acknowledge that any dispute regarding a debit will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/we will contact my/our financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee (as referred to in the Debit Arrangement) may be payable by me/us to Ezidebit. I/We will also be responsible for any fees and charges applied by my/our financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and agree to pay those fees and charges to Ezidebit.

"Ezidebit" may appear as the merchant for a payment from my/our credit card (including a debit or charge card). I/We acknowledge and agree that Ezidebit will not be liable for any disputed transactions resulting from the supply or non supply of goods and/or services and that all disputes will be directed to the Business (as Ezidebit is acting only as a Direct Debit Agent for the Business). The Transaction Fee for a debit to a Credit Card calculated as a percentage may be subject to a minimum amount.

I/We appoint Ezidebit as my/our agent for the control, management and protection of my/our personal information (relating to the Business and this Direct Debit Request) which is disclosed to Ezidebit. I/We irrevocably authorise Ezidebit to take all necessary action (which Ezidebit deems necessary) to protect and/or correct, if required, my/our personal information, including (but not limited to) correcting account numbers and providing such information to relevant third parties and otherwise disclosing or allowing access to my/our personal information to third parties in accordance with the Ezidebit Privacy Policy.

Other than as provided in this Direct Debit Request or the Ezidebit Privacy Policy, Ezidebit will keep your personal information about your nominated account private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, to be referred to a debt collection agency for the purposes of debt collection or as otherwise required or permitted by law. The Ezidebit Privacy Policy can be found at <http://www.ezidebit.com/au/privacy-policy/>.

I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores my/our personal information (relating to the Business and this Direct Debit Request) to release and provide such information to Ezidebit.

I/We authorise:

1. Ezidebit to verify with my/our financial institution and/or correct, if necessary, details of my/our account; and
2. My/our financial institution to release information allowing Ezidebit to verify my/our account details.

