

Aquafun Squad Terms and Conditions

Enrolment

Enrolments can be completed on site or via our online portal. All new enrolments will need to be booked for an assessment first, prior to enrolling. Enrolling without an assessment DOES NOT confirm your booking and can be subject to change.

When will I be debited?

This will occur fortnightly through ezidebit who accept both Credit Card or Bank Account.

[DDR SERVICE AGREEMENT.pdf](#)

What if I cannot attend a lesson?

Please contact Aquafun Swim School office on 9847 6306 or 9847 6307 and notify us of your absence so we can register a non-attendance.

Will I receive a credit due to illness?

The maximum number of credits possible is ONE per term. In unforeseen circumstances (eg significant bout of illness, hospitalisation or major injuries) a medical certificate will be required please contact the office supervisor on learntoswim@hornsby.nsw.gov.au.

Can my direct debit payments be put on hold?

No, they can't we suggest if you are going away for a long period of time to provide 14 days' notice then cancel your squad membership and re-activate when you return.

How do I cancel my Direct Debit?

Council requires 14 days notice before Direct Debit will be council.

What if I'm going on a holiday?

To keep same day/time spot you will need to continue with direct debit payments whilst you are away. If you wish to cancel the debit and recommence when you return, we can't guarantee say day/time you previously had.

Active Kids Vouchers

Active Kids Vouchers are accepted at Aquafun Swim School. To redeem your active kids voucher we will need a copy with your child's DOB clearly stated. Active Kids Vouchers can only be used for a program of 8 weeks. Vouchers are not redeemable for cash or credit.

Unacceptable Behaviour

Please adhere to the Centre Terms and Conditions. Unacceptable behaviour may jeopardise your booking in our swim school.

Child Safe Standards

Child Safe Standards Hornsby Shire Council follows the requirements of the Child Safe Standards and Reportable Conduct Schemes. Should you become aware of or observe any inappropriate behaviour by staff, visitors at the pool or other students please contact 9847 6306 or alternatively email learntoswim@hornsby.nsw.gov.au and an appropriate Manager will be in touch.

(A link to HSC Commitment Statement)

Hornsby Aquatic and Leisure Centre

203 Peats Ferry Road, Hornsby NSW 2077

PO Box 37, Hornsby NSW 1630

tel: 02 9847 6300

email: hornsbyaquatic@hornsby.nsw.gov.au | web: hornsby.nsw.gov.au/hornsbyaquatic