

Terms and Conditions Squad Pay By the Month Membership

PAYMENT All membership payments are charged in advance to an approved account for the coming month. The billing period is from the first day to the last day of each month. The charge is processed on the 1st or next business day of each month. It is the account holder's responsibility to have clear funds in the account on the due date of the charge. Should a monthly fee be dishonoured, payment remains due and payable.

MEMBERSHIP INCLUDES The Squad membership includes access to allocated squad sessions and access to swimming pools. Please note that due to swim carnival bookings, the outdoor 50 metre pool may be unavailable for public swimming for periods of time during the warmer months. Prior notice will be given. Squad sessions are not held on public holidays. A reduced timetable is held over the Christmas/New Year period.

SPA AND STEAM Squad members 16 years and over may use the spa, steam and water aerobics. A spa band obtained from reception must be worn in the spa/steam area.

COOLING OFF PERIOD All requests for refunds within the first 7 days of joining will be honoured in full, providing facilities or services have not been used. If the membership has been used during these 7 days, the applicable costs will be deducted from the refund entitlement.

TERMS Pay by the month memberships are ongoing. Your account will continue to be charged until written notice of cancellation is received subject to these terms and conditions. Monthly fees are NON refundable.

AQUARENA ID CARD MUST be presented to reception on each entry to the centre. Memberships are non transferable to other people, products or services.

MAKE UP SQUAD SESSIONS Make up squad sessions are not available.

MISSED SQUAD SESSIONS A credit application for missed squad sessions will only be considered when a minimum of 3 consecutive weeks have been missed and a medical certificate is supplied. Retrospective credit applications will only be considered within one month from the date of application. Once approved, a credit will be added to the account. Monthly fees will be reduced according to the amount of the credit.

ACCOUNT DETAILS The account holder is responsible for ensuring that their nominated account is able to accept direct debits.

CANCELLATION & CHANGES All cancellations and changes of account must be received in writing at least 4 days before the next debit day (the debit day is always the 1st day of each month). If notification is not received at least 4 days before the next debit day, the next monthly fee will be charged. No refund will be given. Cancellation will take effect from the last day of the applicable month. Management reserves the right to cancel or rescind a membership at any time and if so will refund any unused portion less a 20% administration fee. Any request for reinstatement of a membership must be made in writing and forwarded for review by the Manningham YMCA Board. Correspondence should be addressed to the President of the Manningham YMCA Inc Board, c/o Aquarena, 139-153 Williamsons Road, Doncaster 3108. Cancellation of an Aquarena squad membership will also cancel the member's DTASC associate membership, if applicable.

UPGRADES AND LEVEL CHANGES Upgrades and changes to squad levels will be confirmed in writing. If the new level has a different monthly fee, the account holder will be charged the new monthly fee as from the next debit day (1st day of month or next business day).

PRICE INCREASES/CHANGES TO TERMS AND CONDITIONS One month's written notice will be given for price increases or changes to terms and conditions. This does not apply to price increases due to upgrading or changing of squad levels. Please see Upgrades and Level Changes section for more details.

SUSPENSION Suspension is not available for pay by the month squad memberships.

PARENT SUPERVISION A parent or appropriate adult must always be in attendance to supervise children under 10 years of age.

DISPUTES All disputes regarding fees and charges should be referred to the Aquarena Administration by phone 9848 0000, email: Aquarena@ymca.org.au or in writing to Aquarena Administration, 139-153 Williamsons Road Doncaster 3108.

MEMBERSHIP OF DONCASTER AND TEMPLESTOWE AMATEUR SWIMMING CLUB (DTASC) Aquarena squad members are required to join and maintain a current membership of the governing swim club DTASC. Fees for a DTASC Associate Membership are included in the fees for Advancement, Junior, and Intermediate levels. Associate Membership allows members to participate in club events, including DTASC friendly competitions. Senior squad members may join DTASC as an associate or full member. Associate membership fees may be paid in full at reception. See below paragraph for how to purchase a full DTASC membership. Squad members in all other levels are required to join as full DTASC members. Full membership provides the ability to qualify and participate in the Victorian State Championships, Interclub events, Districts events and national competitions and also includes membership of Swimming Victoria and Swimming Australia. Full membership is paid directly to Swimming Australia (www.swimming.org.au). Membership type must be SWIMMER. Memberships run from July 1 to June 30 each year. Pro rata fees are not accepted by Swimming Australia.

DTASC MEMBER CONDITIONS (FOR ADVANCEMENT, JUNIOR, INTERMEDIATE AND SENIOR LEVELS.) Members must abide by the rules and regulations of Swimming Victoria, Swimming Australia, Metro North District Swimming Association and Doncaster & Templestowe Amateur Swimming Club, as made available in Club Handbook and Competition publications, including Swimming Australia's Anti-Doping, Member Protection and Privacy Policies (refer to www.swimming.org.au) DTASC and Swimming Victoria may use and disclose to related and relevant bodies, personal information or members that may be necessary to implement the rules, regulations and policies as detailed above. (In accordance with Swimming Australia's Privacy Policy available at www.swimming.org.au) DTASC may publish members' name, photographs and results in official programs, newsletters and websites for the purpose of facilitating and promoting meets, DTASC and the sport of swimming. In the event of a member becoming ill, or in the case of an emergency or accident, the DTASC person responsible or person in charge will arrange for the member to receive such medical or surgical treatment they deem necessary. Members wishing to withdraw or transfer from DTASC are to provide written notification to the Registrar, DTASC. Members must agree to publicly support DTASC, its coaches and Committee at all times in a positive way and will seek resolution of any issues pursuant with the Policies, Procedures and Rules. Members' parents are encouraged to volunteer where required at some District and Swimming Victoria events in the following capacities: Timekeeping, Marshalling and/or Refreshment Duties.

PRIVACY STATEMENT Manningham YMCA (MYMCA) acknowledges and respects the privacy of individuals. The information being collected on this form is for the purpose of processing your/child's squad membership. The intended recipients of this information are the MYMCA, its authorised staff, Doncaster & Templestowe Amateur Swimming Club, and contracted service providers. You have the right to access and alter personal information concerning yourself in accordance with the Commonwealth Privacy Act 1988 (Amended 2013) and the MYMCA Privacy Policy. Where lawful and practicable, MYMCA will allow customers to remain anonymous or to use a pseudonym. Commonwealth identifiers that have been provided to MYMCA (e.g. Medicare number) will only be disclosed to agencies as required by law. To view the MYMCA Privacy Policy, please visit www.aquarena.ymca.org.au or contact us on 9848 0000.

As part of enrolment in a MYMCA program, you will receive information from time to time regarding programs and services. MYMCA may also provide promotional material from our strategic partners, or any other third party. If you do not wish to receive this information please tick the 'OPT OUT' box below. Your name will be removed from the contact list within a reasonable period of time. OPT OUT

SAFEGUARDING CHILDREN & YOUNG PEOPLE Aquarena has a range of policies and procedures to keep children and young people safe. These policies are available at: <http://www.aquarena.ymca.org.au/about-aquarena/safeguarding-children-policy.aspx>. Manningham YMCA staff are required to report any disclosures or concerns about the safety or wellbeing of a child or young person. We encourage parents/guardians to report any concerns relating to the safety or wellbeing of their child(ren) or young person in a Manningham YMCA facility. This can be done: a) by speaking to our staff in person at the centre or by telephone (9848 0000) OR b) by contacting the Manningham YMCA Child Protection Officer Ph: (9848 0000) Email: aquarena@ymca.org.au, Mail: Aquarena Child Protection Officer, 139-153 Williamsons Road, Doncaster 3108.