

## Corowa Aquatic Centre

### “Membership” Terms and Conditions

#### Membership

Membership permits access to Corowa Aquatic Centre during operational hours for general swimming throughout the year, excluding aquatic programs and learn to swim classes.

A membership may only be used by the person nominated for the membership. Under no circumstances may a membership be shared.

Additional Child for yearly memberships enables those families larger than 4 persons to include additional children on the membership at a discounted rate.

#### Cooling Off Period

A seven (7) day cooling off period applies for memberships and season passes where a refund will be provided at no penalty.

#### Membership Payments

Memberships will commence from the date of purchase.

Full refunds within seven (7) days are available during the cooling off period.

Membership cannot be purchased to commence for a date in advance.

Memberships will be valid for the period of time taken out regardless of closures or service interruptions.

#### Change of Address Details

Please notify reception staff of any changes to your personal details for administrative purposes.

#### Cancellations, Refunds & Transfer of Membership

All memberships are generally non-refundable unless the refund is requested within the seven (7) day cooling off period.

Refunds will be considered outside of the cooling off period for the following reasons only:

- medical reasons where a medical certificate has been provided by the member;
- financial hardship with evidence and information provided by the member to demonstrate hardship; and
- the member is relocating greater than 200km from the centre location and evidence and information is provided to confirm the member is relocating.

Refunds will be calculated on a pro-rata basis on the unused portion of the membership.

All membership cancellation requests must be made in writing and addressed to the Duty Officer.



Memberships are not transferable and may only be used by the person/s who holds the membership.

### **Direct Debit Membership**

Membership fees can be paid via the direct debit payments. Billing will continue automatically until the centre is otherwise informed by the member that they intend to cancel their membership.

A minimum commitment period of three (3) months applies.

Direct debit payments occur on a monthly basis. Applicable debit charges apply.

Where there is a fatal dishonour of a direct debit payment, the member will not be able to enter the centre until payment has been settled. Memberships will be cancelled after three (3) consecutive fatal dishonours. Any bad debt will need to be settled prior to any future entry into the centre.

Direct Debit Memberships can only be cancelled by providing written notification to the centre at least twenty-eight (28) days' notice before cancellation.

### **Suspensions/Deferments**

Membership suspensions (deferments) are available for certain circumstances and for a minimum period of fourteen (14) days and a maximum of three (3) months per year. Proof of valid reason for suspension will be required to be provided.

Circumstances where suspensions will be permitted include:

- Where the member is taking a holiday outside of the region.
- Medical reasons where medical certificate has been provided.

The membership will recommence at the end of the approved suspension period. All membership suspension requests must be made in writing and addressed to the Duty Officer.

### **Conditions of Entry**

All members must abide by the conditions of entry for the facility. Any repeated bad behaviour will result in memberships being cancelled.

### **Facility Entry**

Your membership card will be required to access the facility through the entry gate. Lost cards may incur a fee.

### **Changes to Conditions**

The terms and conditions of the member's current membership may be changed at the discretion of management. One month's written notice will be given including details of such changes.

