

## Learn to Swim Continued..

### Can I purchase goggles, costumes etc online?

Not at this stage, however, this may become an available online feature in the future.

### Am I able to suspend payments due to holidays / sickness?

- In the event of illness / injury preventing a student from attending lessons, where the student has missed 3 or more consecutive lessons and a medical certificate has been provided, a credit for missed lessons will be added to the student's online profile.
- Suspensions in payment will not be offered for holidays or for illness absences of less than 3 consecutive weeks, however, a complimentary Centre pass will be offered in these instances.

### Can I notify the Centre online if my child is unable to attend on the day?

From November 2018, the online customer portal will have the functionality to allow customers to notify absences for Learn to Swim.

### Am I able to change the day / time my child attends Learn to Swim online?

Unfortunately, amendments to classes need to be made at the Centre where the student attends lessons.

### Can I check my child's progress or record of payments online?

Yes – from November 2018, the online customer portal will hold student level status, skill progression history and payment history.

### If my child does not enjoy the lessons, can I cancel online or by phone?

Unfortunately, Swim & Fitness does not refund for 'change of mind' - in this instance, please arrange a meeting with the program coordinator to discuss our processes.

### What period of notice do I need to provide?

14 days' notice is required for cancellations / suspensions.

### Can I increase the number of lessons my child has online?

Yes - additional lessons can be booked online - subsequent lessons are charged at a reduced rate, and will increase the payment amount on the next Direct Debit date.

## Health & Fitness

### If I join online, do I get 'same day' access to the gym?

Yes - upon completion of joining, customers can enjoy immediate use of all Swim & Fitness Centre facilities.

### Can I upgrade, cancel or place on hold my membership online?

You can upgrade your membership online, however, cancellations and suspensions will still need to be completed at one of the Swim & Fitness Centres.

### Can I book in for an assessment or personal training session online?

At this stage, Personal Training and Gym Assessments need to be booked at the Centre.

### Do I need to book into Group Exercise classes online to guarantee my place?

Group Exercise bookings are available both online and at the Centre where the class is being held. For peak time classes and / or where spaces in a class are limited, there is the ability to book online ahead of time and secure a space.

### Can I complete a pre exercise questionnaire online?

Pre-exercise questionnaires are completed at Swim & Fitness Centres which include a gym, ie, Bay & Basin and Ulladulla - at this stage, the questionnaire is not available online but may be an added feature in future.

### If I do not attend for 2 weeks or more, will I still be debited?

To put a payment stop / suspension on your Direct Debit, just visit your closest Centre and cancel and / or suspend the membership to stop payment. Failure to stop payments may result in Direct Debit continuation.

### For more information, contact your closest Swim & Fitness Centre

Bomaderry Aquatic Centre 02 4429 5600

Nowra Aquatic Park 02 4429 5641

Ulladulla Leisure Centre 02 4444 8801

Bay & Basin Leisure Centre 02 4406 2022

Sussex Inlet Aquatic Centre 02 4406 2055

[info@shoalhavenswimandfitness.com.au](mailto:info@shoalhavenswimandfitness.com.au)



## New Point of Sale Software Customer Information & FAQ

*Shoalhaven Swim & Fitness will be introducing a new Point of Sale software – Links Modular Solutions - from August 2018. This will be rolled out in a 3 stage process, aimed at providing our customers with an increased level of service at all Swim & Fitness Facilities.*

### STAGE 1: August 2018

Interactive Point of Sale system implementation

### STAGE 2: Term 4 2018 (September)

Introduction of Direct Debit Learn to Swim payments

### STAGE 3: November 2018

Access to customer portal will be available - including some new exciting online features:

- Purchase, upgrade / downgrade your membership
- Purchase a multi visit pass, casual entry pass
- Book / cancel group fitness classes
- Update your details
  - Email, phone number, address
  - Add a profile picture
  - Change username and password
- View facility pool / lane availability
- Manage account details
  - Pay outstanding balances
  - Update Direct Debit details
- Enrol for Learn to Swim
  - View available lesson times and dates
  - Waitlist or pre-register for unavailable lessons
  - View student profile and current bookings
  - View student progress and skill achievement
- View your dashboard which includes:
  - Membership, Learn To Swim details
  - Outstanding fees
  - Upcoming Class, Group Fitness and Facility bookings

## General Information

### Why is Shoalhaven Swim & Fitness making changes to Direct Debit and Point of Sale?

Our new changes are being made that we can provide easier and more affordable payment options for customers – Links also offers patrons access to online membership, Learn to Swim and facility information management.

### What are the benefits of Links?

Direct Debit payment for Membership, Learn to Swim & Squad programs, as well as access to an Online Customer Portal.

### Are there any extra fees that I need to pay?

No – our Fees & Charges are reviewed annually, with the next fee review not scheduled until July 2019. Any changes to fees will be advertised at each Centre throughout May / June 2019.

## Direct Debits (Membership / Learn to Swim / Squad)

### Am I locked in to a minimum period of payments?

- A Direct Debit membership is locked in to a minimum term of 1 month, after which, the member will need to go to their closest Swim & Fitness facility to cancel / suspend their membership to stop future payments.
- Learn to Swim Direct Debit is a 'per term' payment period agreement of 9 to 11 weeks (length of advertised swimming term) and the current refund policy for Learn to Swim will still take effect. Refunds will only be offered in extenuating circumstances and / or injury / illness conditions with a supporting medical certificate.

### If I go on holidays or am sick for an extended time, will I be charged any fees?

- Memberships can be suspended for a maximum period of 3 months at a time for holidays, illness etc. This can be done at the customer's closest Centre by completing a membership alteration form.
- Learn to Swim students will be offered a credit on their account for 3 consecutive missed lessons due to illness / injury and with a supporting medical certificate. Suspensions are not available for Learn to Swim Direct Debits.

### What do I need to do if I want to cancel or change my account details?

- Updating Direct Debit details can be done both online and at any of the Swim & Fitness Centres.
- Cancellations are, unfortunately, not available online so you will need to go to your closest Centre to submit a cancellation request (as per terms and conditions).

### Will I be charged if I have insufficient funds in my account on the day of debiting? How much?

- Up until July 2019, members will not be charged a dishonour fee for failed payments. After this time, a dishonour fee may apply and customers will be notified ahead of time if / when this will take effect and what the dishonour fee will be per failed transaction.
- In the event of a failed payment for Learn to Swim, free casual swim entry for students at Swim & Fitness Centres will be on hold until the account is resolved.

### If my debit has failed, will my child lose their place in LTS? Will I be unable to access the gym?

- When a debit has been unsuccessful, upon the next entry to any of the Swim & Fitness Centres, an alert will notify staff that an outstanding payment is due. The customer will be asked to resolve the payment before entering the Centre.
- Where there are Access Control Gates, these will prevent a customer from entering where there are outstanding fees.

### If I wish to cancel my membership, how much notice do I need to provide before payments cease? Can I do this online?

Members will need to provide a minimum of 14 days' notice prior to the next debit date - this can be done at any Swim & Fitness Centre. Unfortunately, there is no online option for membership cancellation.

### By paying fortnightly, will I be paying more than I am currently?

No - the fees are simply made in more frequent instalments.

### What happens if my card expires?

In the event that a customer's credit card is due to expire or has already expired, the customer can either go online or visit their closest Swim & Fitness Centre to update their payment details. If a failed payment occurs, the customer will need to rectify the payment either online or at their closest Centre.

### What type of credit cards can I use?

Visa, Mastercard

### Can I access or change my Direct Debit details online?

Yes, Direct Debit details for both memberships and Learn to Swim can be amended online through the Active Carrot Customer Portal - available from November 2018.

### If I want to join for only 3 or 6 months or pay for my child for only 1 term, does my Direct Debit stop on the date requested or do I need to cancel it?

Memberships - Swim & Fitness offers 1 and 12 month term memberships which expire at the end of the membership period purchased. Direct Debit memberships are ongoing until cancelled by the customer. Direct Debit members will need to visit their closest Centre a minimum of 14 days prior to their next debit .

### Am I able to pay monthly?

Unfortunately, once this new system is launched, the Direct Debit payment option will be fortnightly for all members, Learn to Swim and Squad students.

### Do I need to notify you if I go away? Can I do that online?

Yes - to ensure that payments are not debited incorrectly, all memberships need to be placed on a suspension for period where a member is going away. Unfortunately, this is not available for Learn to Swim students. All suspensions and cancellations to memberships need to be made at one of the Swim & Fitness Centres, and is not available online.

## Online payment solutions

### Are my details online secure? How?

Yes - we use industry standard, PCI Compliant encryption to ensure that your online data is protected and safe.

### If I make changes online, do they take effect immediately?

Yes - all changes made online are immediate.

### Can I change my banking details online?

Yes - payment information can be changed online at any time.

### Can I pick the day I want my payments to come out?

No – unfortunately, the Direct Debit dates are locked each month for all customers.

### Can I place my Direct Debit on hold online? What period of notice do I need to provide?

Direct Debit Memberships can be put on suspension, however, this function is not available online and customers will need to visit their closest Centre to arrange a suspension.

### I have no online access - can I join up or register my child at the Centre or over the phone?

Yes - customers can access all year-round Swim & Fitness Centres to enrol into Learn to Swim, join the gym or book a space in a Group Fitness Class etc

## Learn to Swim

### Do I receive credit for a missed lesson? Under what circumstances?

Credits for Learn to Swim are only offered when a student has missed 3 or more consecutive lessons due to injury / illness, with a supporting medical certificate.

### Will my account be debited during the holiday breaks?

Direct Debit payments are suspended during the holiday breaks, however, there is likely to be a Direct Debit payment which falls in a holiday period as classes are charged 2 weeks in advance.

### If my child moves up to a Squad from Learn to Swim, do I need to alter my Agreement?

Yes - due to different fees for Squad and Learn to Swim, an alteration to the Membership Agreement will need to be made which can be done at the Centre where your child attends classes.

### Who do I contact if I believe I have been incorrectly debited?

Please do not hesitate to contact the Centre where lessons are attended - customer service staff on the front counter will be able to direct your enquiry.

### Do I still need to have my child assessed before completing the online application?

Yes - new or returning students (after 12months) need to be assessed before entering the program. Online enrolment in this instance will not be available, and need to be done at the Centre where the child attends lessons.

### Can I still pay 'upfront'?

Our preferred method of payment is fortnightly Direct Debit for all Learn to Swim and Squad students. Special arrangement with the program coordinator may be available on application, but is not guaranteed.

### Can I change the day / time my child swims online?

Although Learn to Swim can be enrolled online, changes to time / day during the term will need to be made at the Centre where classes are attended.

### Can I select the level I want my child to be in online?

A student can only be enrolled into their current level or the next level up following a successful skill assessment at the Centre.

### Can I book my child in for an assessment time online?

An assessment request can be submitted online, however, the program coordinator will then contact the customer to arrange and book in an assessment time / date.

### Can I book my child into a mid-term assessment online?

- Assessments for current students are conducted in Weeks 3, 5 and 7 of each term. Students are nominated for assessment by their instructor.
- For new / returning students, assessment bookings are available up until Week 8 of each term – these can be requested online but not booked.