

## Direct Debit - Terms and Conditions

1. Submit your completed application form to the centre reception, allow up to 28 days for processing.
2. Fife Sports and Leisure Trust (FSLT) reserves the right to reject an application.
3. The Learn to Swim programme operates over 49 weeks of the year, FSLT aims to deliver a minimum of 46 weeks. If there are no unforeseen circumstances, participants may receive three swimming lessons at no additional cost. Pro-rata payment applies.
4. The Learn to Swim programme charges will be reviewed annually and determined by FSLT.
5. FSLT will endeavour to deliver classes as stated in the timetable, however, should unforeseen circumstances arise, the Trust reserves the right to amend the Learn to Swim timetable as and when necessary.
6. If an Active Concession card has been in existence for more than 9 months, continuing proof of eligibility is required.
7. A second and subsequent child discount will be available when there is no entitlement to a concessionary rate. This applies when a second or subsequent child form the same family participates (same address) in the same block booked coached activity class as the full paying child." Note: Same venue and activity restrictions apply.
8. Refunds for memberships will only be made under exceptional circumstances, at the discretion of FSLT.
9. All juniors in the Learn to Swim programme will be eligible for free recreational swimming at FSLT facilities.
10. A membership card must be presented to qualify for free swimming.
11. Lost or stolen membership cards can be reported at any leisure centre. This should be done as soon as possible. A charge will be made for a replacement card.
12. Junior members under 8-years-of-age must be accompanied by an adult in the pool during recreational swimming.
13. The membership is not transferable. Attempted use of the swimming membership card by a non-member will result in the cancellation of that membership without any refund of fees already paid.
14. The membership card must be presented on every recreational swimming visit and a receipt obtained. FSLT venues operate a 'no card, no entry' policy, unless, a replacement card is purchased, or, the full price of the activity is paid.
15. The membership cannot be used on the Fast Track system.
16. A photograph is required for all membership cards and will be taken at enrolment.
17. New participants enrolling on the Learn to Swim programme at venues which operate Direct Debit will be required to sign up to Direct Debit payments. Should this prove to be a barrier to participation, FSLT will endeavour to accommodate an alternative payment method. This will be on a case-by-case basis and in agreement with the operating leisure centre and customer.

- 18. Direct Debit:**
- (i) By signing the Direct Debit mandate you are confirming that you are authorised to set up payments from the account.
  - (ii) Membership is valid from date of 1st payment
  - (iii) Initial payment should be made at the leisure centre reception on completion of the application form. This is non-refundable.
  - (iv) Direct Debits will be called on the 1st of each month, or next banking day. The initial Direct Debit will include an element of a pro-rata payment dependant on date of next swimming lesson.
  - (v) For junior applicants, a parent or guardian must complete the Direct Debit mandate.
  - (vi) Any member paying by Direct Debit will be notified of any changes to their Direct Debit payment. To opt out at any time, after the minimum contract period, a minimum of one calendar month's written notice is required. This can be done at reception or by emailing [Aquaticsadmin@fifeleisure.org.uk](mailto:Aquaticsadmin@fifeleisure.org.uk)
  - (vii) If a direct debit payment or written cancellation notice is not received, a letter will be sent to the member advising of the amount due and that the membership has been suspended. The member will be advised that they will not be permitted to join the programme until all amounts due are paid in full. If the outstanding amount remains unpaid, the swimming membership will be cancelled and the member will be invoiced for any outstanding monies.
- 19. Membership is for a minimum period of 4 months. Members can cancel at any time after 3 months of membership has been completed but must give a minimum of one calendar month notice in writing. This can be done at reception or by emailing [Aquaticsadmin@fifeleisure.org.uk](mailto:Aquaticsadmin@fifeleisure.org.uk)**
- 20. Memberships can be frozen for a minimum of 1 month, up to 4 months, in a 12 month period, at the discretion of FSLT. Requests can be made by emailing [Aquaticsadmin@fifeleisure.org.uk](mailto:Aquaticsadmin@fifeleisure.org.uk)**
- 21. We must receive your cancellation notice by the first day of the month and your membership will end on the last day of the month: otherwise you will be liable for one more payment, with continued swimming lessons. A cooling off period in which a member can withdraw from the contract must be communicated in writing in the first seven days from when the contract is signed. The written cancellation should be posted to: Aquatics Administration Team, Music Institute, East Port, Dunfermline, Fife, KY12 7JA, handed in at the leisure centre, or by email to [Aquaticsadmin@fifeleisure.org.uk](mailto:Aquaticsadmin@fifeleisure.org.uk), and will be actioned from the date the cancellation is received by the membership office.**
- 22. Parents/guardians can request written feedback regarding their child's progress twice per payment period, or, at any other agreed time with the Learn to Swim Co-ordinator.**
- 23. Lost parent feedback cards can be replaced. A charge will be made for a replacement card.**
- 24. Babies and toddlers must wear suitable leak-proof swim pants that will help contain leakage in the event of accidental soiling.**
- 25. If the participant has had a diarrhoeal illness it is recommended that they do not use the swimming pool for at least two-weeks after their recovery.**
- 26. Appropriate swimwear must be worn in conjunction with FSLT's dress code for bather's policy.**
- 27. FSLT undertakes to use personal information responsibly, in accordance with the law, keeping it accurate and up to date. It is the member's responsibility to ensure that any changes to the personal details provided are advised immediately.**