

We are transitioning to a Direct Debit system

Direct Debit forms must be submitted by
Sunday 11 June 2023.

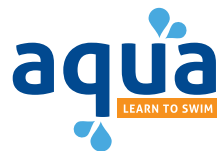
Forms can be submitted online or in-centre.



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visit



Blacktown
City Council



WHAT YOU NEED TO KNOW • FAQs

How do I set up direct debit?

All Aqua Learn to Swim students will move to direct debit from Monday 17 July, 2023.

Forms will be available on our website and at our venues. They can be lodged online or at your preferred Aqua Learn to Swim Venue.

Forms for current students must be submitted between Monday 29 May and Sunday 11 June. Forms must be lodged between these dates to secure re-enrolment into the program. Failure to submit a form will forfeit placement in the program.

The first direct debit run will commence on 13 July 2023 for all bookings.

How can I fill out a form if I don't have access to a computer?

Please visit our Aqua Learn to Swim team at your designated venue to assist with this request.

Does lodgement of a direct debit form guarantee a spot into the program?

Submission of a direct debit form for a current student, subject to all fees being paid up to date, will secure a place into the program.

How many times can a dishonour fee get charged?

If payments are dishonoured, access to the swim program will be suspended until up to date payment is made.

Notification from Debit Success will be received to pay immediately via an online link or with a Debit Success customer service representative.

Two consecutive non-payment fortnights, will forfeit placement in the program, and re-enrolment will need to occur. Places in the program will be subject to availability.

What if I don't want to be on direct debit?

From Monday 17 July 2023, Learn to Swim enrolments will be setup as an ongoing direct debit membership. This process will be managed by our direct debit agent, Debit Success. Payments will not be accepted at the venue. Advance payments will not be accepted.

Fortnightly payments are scheduled to be debited on Thursdays from nominated bank accounts.

If you have any concerns with setting up a direct debit account please contact the Aqua Learn to Swim team at your venue to discuss further.

Why can't I use my credit card for direct debits?

Credit cards will not be accepted for direct debits in order to protect your privacy. Direct debits must be set up via bank account only.

What extra fees are involved in completing payment through Debit Success?

For students with current placements in the program, there will be no fee for establishing a new direct debit account.

For non-current or new students there will be a one-off establishment fee set by Debit Success.

If a direct debit is drawn with insufficient funds in the account, a dishonour fee will be charged by Debit Success and added to the next payment.

How much are my fortnightly fees?

Council fees are reviewed on an annual basis and are updated every new financial year. Council currently has its Goods & Services Pricing Schedule 2023/2024 on public review. Fees and charges for 2023/2024 will be adopted by Council in July 2023.

Fees vary according to the program and number of children enrolled.

Council's draft Goods & Services Pricing Schedule 2023/2024 can be found at <https://www.blacktown.nsw.gov.au/Have-Your-Say/Council's-plans-for-202324>

Can I still submit a First Lap or Active Kids voucher?

First Lap and Active Kids vouchers are now due for our 12 week program.

If redeeming a First Lap or Active Kid voucher after the 12 weeks, submission must be received prior to 5 pm on 29 June 2023.

First Lap vouchers can be submitted in-centre at the Aqua Learn to Swim office.

Active Kids vouchers can also be submitted online.

Beyond this date, the NSW government has not confirmed whether First Lap or Active Kids voucher programs will be available.

What if I miss a lesson?

Current missed lesson policy will continue to apply until direct debits commence.

From Monday 17 July, 2023 customers will have 4 complimentary time

stops per calendar year in lieu of missed lessons (pro rata to when first direct debit registration occurred).

Please refer to our time stop policy on our website.

What if I don't want to swim during the school holidays?

Class enrolment continues throughout the year.

Customers are welcome to 4 complimentary time stops per calendar year (pro rata to when first direct debit registration occurred).

A time stop application form must be completed prior to the requested date and time. Please refer to our time stop policy on our website for more information.

How long does a time stop cover?

A single time stop covers 1 lesson and multiple time stops can be used consecutively.

Your place in the program will be held for the duration of the time stop(s).

Time stops are NOT transferable and expire at the end of the calendar year.

What happens if my child needs to take a break from lessons? Can we put the payments on hold until they recover or will we lose the spot?

Our time stop and cancellation policies will still apply. Scheduled direct debits will continue for all enrolled students. Enrolment cannot be guaranteed after cancellation of classes and is subject to availability at the time. Please contact our Aqua Learn to Swim team if you wish to discuss further.

Can I get a refund of classes that I have missed / going to miss?

Fees are non-refundable. Customers are welcome to apply for up to 4 complimentary time stops per calendar year (pro rata to when first direct debit registration occurred).

These can be applied at any time prior to the requested date and time only.

A time stop application form must be completed. A time stop application form is available on our website or venues.

What happens if I want to cancel my lessons?

Customers can cancel their enrolment at any time. All cancellations must be received in writing with 14 days notice. All outstanding and pro rata fees must be paid in full prior to cancelling.

If wishing to re-enrol at a later stage, an establishment fee will be charged by Debit Success.

Please view our website for cancellation policy and form.

What happens during the school holidays / public holidays?

2023 classes will run until Sunday 17 December 2023.

Classes will continue through all school holiday periods EXCEPT the summer school holidays.

Classes will NOT be held on NSW public holidays. Students will not be charged for public holidays

When will lessons and direct debits stop for the year?

The last direct debit of the year will be Thursday 14 December. This payment will cover classes until Sunday 17 December.

Direct debits will re-commence from Thursday 25 January 2024.

Classes will be suspended from Monday 18 December to Sunday 28 January 2024. No fees will be charged for classes in this period.

Who do I contact about any direct debits changes or payments I need to make?

For all direct debit account enquiries, contact must be made directly to Debit Success. Please provide your customer details to process your request(s).

Debit Success can be contacted via phone, email and website.

Phone: **1800 148 848**

Email: customerservice@debitsucess.com

Website: debitsucess.com.au

What to do if a payment bounces back?

If a payment bounces back, contact must be made to Debit Success as soon as possible to make payment.

Attendance of lessons will be suspended until payments are up to date.

What happens if I enrol into the wrong level but the Direct Debit payment comes out before I attend the lesson?

For student safety, students can only attend classes that match their level of ability. We will always endeavour to accommodate a position in the level most appropriate. If we are unable to accommodate a request, we will refund and cancel the spot. If you are unsure of the level to enrol in, please contact our Aqua Learn to Swim team at your respective venue and organise an assessment prior to enrolment.