

Program or Entry Pass Application Form

1 July 2021 - 30 June 2022



Which is your preferred Swim Centre?

Tick all that apply to you Charlestown Speers Point Swansea West Wallsend All centres

In the event of a pool closure, I would like to be notified by text message.

Corporate fitness details (if applicable):

Partner Club Name _____ Corporate Club ID no. _____

Learn to Swim program

Beginner level
(under 5 years)
Beginner level
(over 5 years)
Needs
assessment

Squad program

Needs
assessment

Fitness program class

Aqua Fit
STOMP

Category

Adult
Pensioner/
Concession
Corporate member

Quantity

10 visit pass
20 visit pass
50 visit pass

Multi-visit entry pass

Category

Adult
Pensioner/
Concession
Family - 10 visit
pass available

Quantity

10 visit pass
20 visit pass
50 visit pass
70 visit pass

Membership 1 month entry pass

Category

Adult - 1 month
Pensioner/
Concession -
1 month
Family - 1 month

Primary applicant's details (adult)

Full name _____ Date of birth _____

Full address _____ Mobile _____

_____ Home phone _____

Email _____ Work phone _____

I would like to receive the quarterly Lake Mac Swim Centre newsletter and occasional marketing emails.

As applicable to application/pass type

OFFICE USE ONLY

Child's name / family names	Date of birth	Relationship to primary applicant e.g. spouse	Assessed level	Requested day/time
Person 1				
Person 2				
Person 3				
Person 4				
Person 5				
Person 6				

Conditions As applicable to the type of application

All passes

General entry conditions of the Swim Centres applies to all patrons.

Passes/cards remain the property of Lake Macquarie City Council (LMCC) and it's Swim Centres. Passes/cards will be withheld from non-financial passholders. LMCC and it's Swim Centres, reserves the right to refuse or cancel any program and entry passes/cards of any person in its absolute discretion. All passes/cards can only be used by the registered person/s to the pass/card for the paid program or entry type. Passes/cards are not transferable. A fee is applicable for lost/replacement passes/cards. All monthly memberships, multi-visit entry passes and fitness program multi-visit entries are non-refundable.

Learn to Swim program

The fees are per person, per lesson, paid in term blocks. The two (2) or more lessons per week rate applies to the same person enrolled for two or more lessons each week. Bookings are required for all learn to swim lessons. Class lessons must be booked and paid upfront for a full term. Terms are based on school terms which may vary in duration. A Swim Centre Team Leader has discretion to offer shorter term block payments in certain circumstances e.g. financial hardship. Learn to Swim runs for the full week (Mon-Sat) for the first and final week of each School Term. e.g. If school starts on Thursday, the Monday, Tuesday and Wednesday lessons of that week would proceed. Standard failure to attend, cancellation and make-up conditions apply. Financial Assistance will be applied based on individual merit. An online application form must be completed and reviewed by the Swim Centre Team Leader for approval before a customer is placed on a direct debit term block payment plan. **No make up lesson for cancellations with less than four (4) hours notice.** A make up lesson or credit will be provided for lessons cancelled by the centre due to unforeseen circumstances e.g. weather conditions. **Non-Refundable Deposits - are payable at Swim Centres request to secure learn to swim bookings.** Minimum payment required is the price of two lessons (calculated on 1 lesson per week pricing). For private lessons the minimum payment required is the price of five private lessons. Bookings are required for all private lessons. Private lessons must be booked and paid in advance. 15 minute bookings per child only. A booking for a 30 minute private lesson will apply to a maximum of 2 children. Payment for 2 children in a 30 minute private lesson will be charged separately at the 15 minute private lesson rate. Cancellations – no refund for cancellations or failure to attend. A credit will be issued if the private lesson is cancelled with greater than four (4) hours' notice. A credit will be provided for lessons cancelled by the centre due to unforeseen circumstances e.g. weather conditions. Learn to Swim fees are not inclusive of pool entry outside of booked lessons.

Squad program

Fees are per person, per session, paid in monthly blocks upfront. Bookings are required for all squad sessions. Squad class numbers may be limited to comply with any applicable government restrictions. Persons will only be able to book in for the number of weekly squad sessions they have selected as their weekly attendance quota. Cancellations - **No refund or makeup session for cancellations or failure to attend.** A credit will be provided for sessions cancelled by the centre due to unforeseen circumstances e.g. weather conditions or if a medical certificate is provided by the customer. Casual Squad Pricing - Bookings are not required for customers paying a casual squad option. Inclusion in the squad session is strictly subject to availability. If squad session exceeds set class ratios the customer will be turned away. Payment for session must be paid to Swim Centre reception prior to commencement of the session. Known absences – Upon request credit may be granted for pre-arranged absences of 1 consecutive week or more. Known absence notification must be given prior to payment of monthly fee. Single day absence will not qualify for a credit (unless medical certificate is presented). Squad fees are not inclusive of pool entry outside of booked squad session times

Fitness programs

Fitness Programs Includes entry for a recreational swim before and/or after the fitness class for the program participant only. Fitness Programs Multi-visit fitness passes may be purchased in quantities of 10, 20 or 50. **Each quantity purchased is valid for 12 months from the date of purchase.** The Pensioner/ Concession – Applies to children aged 5 to 17 years, and concession cardholders of: Seniors Card, Health Care, DVA card, Commonwealth Seniors Health Care, Tertiary Institution Student Cards and unemployed persons, including; age pension, disability support, sole parents, and their dependents under the age of 18. Fitness passes are not transferable and can only be used by the registered pass/card holder.

Multi-visit entry passes

Multi-visit entry passes may be purchased and used at any LMCC operated Swim Centre: Charlestown, Swansea, Speers Point, West Wallsend. These passes may be also be used at the Contractor operated Swim Centres: Toronto and Morisset. **Multi-visit entry passes are valid for 12 months from date of purchase.** Multi-visit entry passes are for general entry only and do not include programs. Multi-visit entry passes are not transferable. Multi-visit entry passes are valid for use by the person/s registered to the pass/card when purchased. For example, adult partners may share an Adult card, children of the same family may share a Concession card. One (1) visit per person is deducted from the pass/card for each person entering the Swim Centre. The Family category is valid for use by the family members registered to the pass/card when purchased. Family entitles two (2) adults/partners and their dependent children under 18 years. Each occasion the pass/card is used equals one family visit deducted from the card. Pensioner/Concession - applies to children aged 5 to 17 years, Concession cardholders of: Seniors Card, Health Care, Commonwealth Seniors Health Care, DVA card, Tertiary Institution Student Cards and unemployed persons, Pensioner Concession cardholders including; age pension, disability support, sole parents, and their dependents under the age of 18. NSW Companion Card allows both the card holder and their carer entry for a single applicable fee.

Membership entry passes

Memberships are available for purchase and use at LMCC operated Swim Centres: Charlestown, Swansea, Speers Point and West Wallsend. Memberships may be accepted at the Contractor operated Swim Centres: Toronto and Morisset; centre manager's discretion applies. Memberships entitle the registered individual membership cardholder to unlimited general entry for one (1) month, commencing on the date of purchase and expiring on the same date of the next month. The membership pass/card cannot be used or shared by any other person/s. Pensioner/ Concession - applies to children aged 5 to 17 years, Concession cardholders of: Seniors Card, Health Care, Commonwealth Seniors Health Care, DVA card, Tertiary Institution Student Cards and unemployed persons, Pensioner Concession cardholders including; age pension, disability support, sole parents, and their dependents under the age of 18. NSW Companion Card allows both the card holder and their carer entry for a single applicable fee. The Family membership category entitles the registered family members of the membership to unlimited general entry for one (1) month, commencing on the date of purchase and expiring on the same date of the next month. Family means two (2) adults (parents/partners) and their dependent children under age 18. The membership pass/card cannot be used or shared by any other person/s not registered to the pass/card. Memberships are not transferable. Memberships are for general entry only and do not include programs. Memberships can be renewed monthly for the applicable fee.

Active Kids voucher

Active Kids vouchers will be accepted for Learn to Swim and Squad at Swansea, Charlestown, Speers Point and West Wallsend Swim Centres. Vouchers can not be used in conjunction with any other offers such as Corporate Fitness membership. Active Kids vouchers are for single use only. **Credits will not be given for the unused balance of the voucher.** Vouchers can only be accepted within the first two weeks of a Learn to Swim term with lessons running for a period of eight weeks or more. Vouchers can only be accepted at the start of the month for Squad when paying fees upfront for two months. When using an Active Kids voucher the balance of outstanding fees must be paid prior to the commencement of the program. Limit of one voucher per term or eight week Squad booking. **Refunds will not be issued to customers using an Active Kids voucher.** If a student has redeemed a voucher as part payment and needs to cancel their booking, the voucher portion is not refundable; a credit is applied for use in the subsequent term. Lake Mac Swim Centre's normal fees and charges apply i.e. No make-up lessons for cancellations with less than four-hour notice, however we will provide a make-up lesson or credit if the centre cancels lessons due to unforeseen circumstances e.g. weather conditions.

Consent

I have permission to supply the details of all persons I have listed on this form in respect to this application on their behalf. I will advise the Swim Centre if any details I have provided on this form change during the period of the pass/card term. I understand that the Swim Centre or Lake Macquarie City Council may need to contact me using any of the contact details I have provided in respect to this application or the use of the pass/card. I understand that the information I have provided will be treated in accordance with Lake Macquarie City Council's Privacy Management Plan policy, available at lakemac.com.au. I agree to the applicable Conditions of this application and the pass/card type on behalf of all persons detailed on this form and registered to the pass/card type.

Primary applicant
Signature

Date