



SQUAD MEMBERSHIP TERMS AND CONDITIONS RVA CLUB MEMBERSHIP TERMS AND CONDITIONS

General

- These Membership terms and conditions are subject to change without notice.
- For ongoing (direct debit payments through - Payrix), these Terms and Conditions should be read in conjunction with the Direct Debit Request Service Agreement.
- A pool membership gives access to the areas nominated and paid for at the time of purchase.
- It is the member's responsibility to disclose in writing any medical circumstance, either past or present, which may affect their ability to safely use the equipment or participate in squad training, and any other activity. There is a medical section when you first enrol. If you need to add a condition that is not specified, please do so.
- It is the member's responsibility to ensure their membership is current and that their contact details are current.
- Riverton Aquanauts Inc shall not be held liable for any loss, damage or injury suffered or occasioned by a member as a consequence of the entry to the premises of the Riverton or Cannington Leisureplex and/or the use of any facilities, equipment or programs within these premises.

Term of Agreement

- Upfront squad memberships: The term of the membership agreement is as indicated in the declaration section on the membership application form online and in the email confirmation that is sent to the member's nominated email address.
- Ongoing (direct debit) squad memberships: The initial term of the agreement is 14 days from the date of joining first squad session and continues after the end of this initial term until the squad member terminates the squad membership agreement.

Time Hold (Suspension)

- A squad hold suspension request can be submitted in writing to rivertonaquanautstreasurer@gmail.com
- Two (2) suspensions will be allowed per year but no guarantee will be given that you will automatically return to the same days once your time hold is over. That will be subject to availability.
- Ongoing (direct debit) squad memberships. The minimum period of a time hold is 14 days and the maximum is 60 days within a calendar year of 180 days.
- Squad memberships will be re-activated the day after the suspension ends. For ongoing squad memberships, direct debit payments will resume from the closest fortnightly cycle, pro rata for the active membership period.

Availability of Services

- Riverton Aquanauts Inc has the right to alter or cancel any class, activity, program, and access to the facilities. Every attempt will be made to contact Members for any cancellation.
- In the event of changes to availability of squad times or services, Riverton Aquanauts has absolute discretion to grant or reject any application for membership extension.

Squad Member Access

- To gain access to the pool a squad member must scan or show their membership card each time they enter the facility and at any other time when requested.
- Where a member loses their token, it is their responsibility to advise Riverton Leisureplex staff immediately. A replacement token will be charged at the current fee.

Attire

- Appropriate dress standards will apply at all times. Shirts/tops and enclosed shoes must be worn where applicable.

Equipment

- All equipment borrowed from Riverton Aquanauts must be used appropriately and returned after use. Equipment damages or faults must be reported immediately.

Squad Changes

- Squad change requests can be made in writing and emailed to rvacoach23@gmail.com, availability will be checked before any changes can be made.
- Member details must be always kept up to date.
- Direct debit should refer to the Direct debit request service agreement for applicable conditions and process to initiate change requests.

Transfers, Refunds and Terminations of Squad Memberships

- The squad membership is only valid for the person named on the squad application form and cannot be transferred or shared.
- Riverton Aquanauts Inc may in its discretion terminate a membership that is considered to be in Breach of Part IV (Council property, public swimming pools, Public Golf Courses and Recreation Facilities) of the City of Canning Consolidated Local Laws, or Conditions of Entry in respect of the squad members use of the Riverton or Cannington Leisureplex.
- Applications for cancellations or refunds (with medical certificate) are to be made in writing and can be emailed to rivertonaquanautstreasurer@gmail.com

Refunds of Riverton Aquanauts Swimming Club Membership (where applicable)

- Riverton Aquanauts will not refund Membership Fees. Allowances may be made under extenuating circumstances, and these are subject to approval by the club.

Missed Sessions

- Credits are not provided for any missed sessions.
- A make-up session may be requested by contacting the Head Coach at rvacoach23@gmail.com, however a medical certificate will be required. These make-up sessions are subject to availability and must be taken within the following 2 weeks of the missed sessions if available.

Upfront Squad Fees

- No refunds or cancellations will be given unless there are extenuating circumstances that will prevent the member from continuing their squad sessions and in the case of illness a medical certificate must be provided.
- Requests must be received in writing and sent to rascpresident@gmail.com and approval of requests are at the discretion of Riverton Aquanauts.
- If a request for cancellation is granted, the member is charged to the end of the month following the date of cancellation unless where a medical certificate is provided. Any remaining monies will be refunded, less a \$5 administration fee.

Direct Debit

- Direct debit memberships can be terminated at any time with no fee or penalty, providing that you inform us with at least 30 days notice. This must be in writing to rivertonaquanautstreasurer@gmail.com
- Payments will continue to be deducted during this notification period.

- In the event a direct debit payment fails you will be notified by the club and charged an administrative fee by Payrix.
- Two consecutive failed direct debit payment will result in your membership being suspended until the failed payment has been paid. These outstanding payments must be paid by contacting the RVA Treasurer before membership is reinstated.
- If there are extenuating circumstances in which the direct debit payments have failed, please contact the Treasurer immediately.

Kidsport

- Riverton Aquanauts will need to receive the money into our bank account and then we will apply the Kidsport amount as a credit for squad fees. If you have any queries in regard to Kidsport or any other Membership enquiries for Riverton Aquanauts Swimming Club, please contact rivertonaquanautsregistrar@gmail.com

Privacy Statement

- Riverton Aquanauts Inc. respects the privacy of all our members. We consider the protection of an individual’s privacy as an integral part of our commitment to serve with accountability and integrity in all activities and programs.

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