

**Competitive Training Squad Booking Terms & Conditions**

**Booking Information**

DGSS operates a perpetual booking system, meaning that once you have made a booking into the Competitive Training Squad it will remain until you change squads or decide to cancel.

Squad fees are calculated for a 12-month period between 1<sup>st</sup> July to 30<sup>th</sup> June and take into consideration closedowns, breaks, camps and public holidays, there are no credits or make-ups for these circumstances.

Squad fees do not include registration to Mt Eden Swim Club, which can be paid directly to the club.

Holiday Programmes and camps may incur additional costs to cover travel, accommodation and food expenses.

DGSS reserves the right to make changes to the days, times and coaches of the program.

DGSS reserves the right to cancel sessions due to unforeseen circumstances. DGSS will endeavour to provide alternative options for the swimmer in such circumstances.

**Payments**

All fees are billed for on a monthly basis, and must be paid by the 7<sup>th</sup> of each month. DGSS does not accept part-payments for swimming lessons. This payment will continue until DGSS has been advised - with a minimum of two weeks' notice - that the booking is no longer required. If fees are not received by 20<sup>th</sup> of the month, your child will be unable to continue their lessons until the account is brought up to date. This may mean the swimmer loses their space in the squad.

We accept the following payment methods; Automatic Payment, Credit Card/Eftpos on site & Internet Banking. Please note: we no longer accept cash or AMEX.

At least 24 hours' notice is required to cancel an upcoming Automatic Payment. This cannot be done through the customer portal; you must notify our reception via phone, email, or in person. Please contact us at reception if you need to change or update your payment method, i.e. if your card has expired.

DGSS is unable to grant refunds under any circumstances. It is the responsibility of each swimmer and/or their family to attend the sessions they have committed to.

Credits will be considered (at the manager's discretion) only in cases of serious medical incapacity. A medical certificate will be required.

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### **Cancellation**

If you wish to stop swimming at any time, a minimum of 2 weeks notice is required which needs to be advised to the swim school reception via email. Please note: there are no refunds after the start of a month and fees have been paid.

### **Feedback**

If you would like to provide us with feedback. You can contact us directly using the information below:

Kelston Squads Swimmers  
[kelston@dgss.co.nz](mailto:kelston@dgss.co.nz)

Mt Eden Squad Swimmers  
[mteden@dgss.co.nz](mailto:mteden@dgss.co.nz)

Greenwoods Aquatics

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