

CONDITIONS OF AQUATIC PROGRAMS MEMBERSHIP

Yarra Leisure is committed to maintaining a safe, respectful and welcoming environment for all. Members, patrons and staff must follow Yarra Leisure's Code of Conduct at all times. Patrons found to be in breach of any of Yarra Leisure's policies may have their access to Yarra Leisure limited and / or suspended.

PERSONAL DETAILS

Personal details will be used to manage memberships. Personal information will not be disclosed to a third party unless required or permitted by law. For further information, visit [Privacy Policy | Yarra City Council](#)

Members are responsible to ensure contact details are up-to-date and Yarra Leisure are notified of any changes. Correspondence sent from Yarra Leisure to the Member via the contact details on file will constitute valid notice under these Terms and Conditions.

Members are required to have a current identifiable photo attached to their account for identification purposes and Yarra Leisure reserve the right to verify and update photos as necessary for security and operational purposes.

Concession Eligibility

To be eligible for a concession membership, members must hold a valid concession card and must ensure that their concession details are up to date the membership will be debited at the full non-concession rate.

ACCESS

RFID Wristband and Key Fob

Members are issued a membership RFID band/ key fob on signup. Members must present their membership RFID band/ key fob to reception on each visit to a Facility. Members must not allow others to enter or exit a Facility on their membership.

DIRECT DEBIT AGREEMENT

The direct debit membership incurs a recurring fortnightly charge. Charges will continue until Yarra Leisure receives written cancellation notice as per these Terms and Conditions, even if the card expires. If payment is declined, a \$5 rejection fee will apply. Non-financial members will not have access to facilities until all dues are settled. If there are outstanding amounts on the direct debit date, they will be deducted alongside scheduled payments.

Payment Information

Membership payments are processed every second Tuesday. If the due date is a public holiday, payments will be debited on the next business day. We may also debit fees for merchant transactions, overdue payments, dishonour fees, or no-show/cancellation fees. Members who default on payments twice will have their membership cancelled and must pay all outstanding fees to access services.

Cancellation

Notification of cancellation must be made in advance and in writing. Cancellation notification must be received by close of business on the Wednesday prior to the Tuesday fortnightly direct debit. Upon cancellation, the Member will be provided with a numerical reference number that indicates to them that the cancellation has been processed. If not received,

fortnightly debits or charges will continue to be made to or from Your nominated account.

SUSPENSIONS

Unavailable for Swim School members.

CHANGES TO CONDITION OF MEMBERSHIP

Fees and Charges

The debit price is subject to change and may be debited or charged on various dates. We will use Our best endeavours to provide You with 30 days written notice prior to any variation in debit arrangements. Our fees and charges are decided as part of Our annual budget process.

Terms and Conditions

These Terms and Conditions may be changed at Our discretion, but only after the provision of one month's written notice.