



Payment Guidelines

QPRC



Aquatics

QPRC Aquatics – Payment Guidelines

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1. Fees

QPRC Aquatics fees are adopted by Queanbeyan-Palerang Regional Council on an annual basis. The fees for QPRC Aquatics are available from [here](#).

2. Payment Methods

The following payment methods can be taken at QPRC Aquatics:

- Cash
- EFTPOS including Credit Card
- Cheque

Invoices for activities including swimming lessons can be automatically generated, showing online payment options including BPay and EFT payments.

Payments can be made online through our website – <https://qprcaquatics.com.au/>

Should you require a receipt for your payment, simply request one from our staff, and they will provide you with a printed receipt or send one to your designated email address.

3. Upfront Payment – Swimming Lessons

Swimming lesson invoices are dispatched approximately 10 days before the beginning of the term. After your booking is confirmed with the receipt of your invoice, payment should be completed prior to your first swimming lesson of the term. If payment has not been received by this deadline, a reminder notice will be issued by week two of term and if payment remains outstanding at the beginning of week three, your booking will be cancelled and your lesson position will be forfeited.

4. Direct Debit Payments

Payment of swimming lessons invoices by Direct debit from a Bank account is available at QPRC Aquatics. Enrolments paid via direct debit will automatically roll over to the next term, provided that all direct debit payments are processed successfully.

Our Direct Debit payments are processed through third party providers, Intelligenz and SecurePay. Individuals who want to make payments via Direct Debit from a bank account are required to fill out a Direct Debit Request Form, which can be obtained at QPRC Aquatics or can be downloaded at <https://qprcaquatics.com.au/wp-content/uploads/QPRC-Aquatics-Direct-Debit-Request-Form-1.pdf>

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When you receive your swimming lesson invoice, it will detail the payment amounts and approximate payment dates for your Direct Debits. The Direct Debit run occurs approximately every fortnight on a Thursday in advance.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request. If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

In the event of insufficient funds in your account to cover a direct debit payment, we will try and reach out to you and inform you that we are adjusting one of your following payments, to include the outstanding amount from the failed payment. We will advise you of the date and amount of this payment and you must arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

Please note that in accordance with QPRC Aquatics fees, there is a fee associated with a Direct Debit rejection which will be incurred by you. Repeated Direct Debit failures will result in termination of your enrolment.

If you intend to modify or cancel your enrolment, including changing, stopping or deferring a debit payment, or terminating this agreement, you are required to notify us in writing with at least 14 days-notice at aquatics@qprc.nsw.gov.au

5. Re-enrolment – Swimming Lessons

All financial students (those without any outstanding invoices) will be re-enrolled to the following term on the same day and time unless advised otherwise. Any unfinancial student (those with any outstanding invoices) will not be re-enrolled to the following term. Please contact QPRC Aquatics if you wish to cancel or make any changes to your enrolment.

6. Upfront Fees

The full cost of activities must be paid prior to engaging in the activity. This will be the case unless alternate payment terms are agreed to by QPRC Aquatics.

Examples of activities include:

- General Entry
- Birthday Parties
- Venue Hire
- School Holiday Program

7. Alternate Payment Terms

If agreed to by QPRC Aquatics, the full cost of activities might be paid in arrears after a booking. In these instances, invoices will be distributed.

Examples of instances include:

- Swimming Clubs
- School Bookings
- Other Community Groups

8. Debtor Management

If monies are still owing after the completion of a competition or program, QPRC Aquatics will attempt to contact the individual to settle the debts. If this is unsuccessful, the debt will be passed on to the Queanbeyan-Palerang Regional Council Debt Management Agent.

The individual will go onto a Debtor List and will be unable to participate in future QPRC Aquatics activities until the debt is settled.

QPRC has a Debt Recovery Policy which is available from

<https://www.qprc.nsw.gov.au/files/assets/public/resources-amp-documents/policies/policies-qprc/debt-recovery-policy.pdf>

9. Refunds

Refunds will be at the sole discretion of Queanbeyan-Palerang Regional Council for any individuals that withdraws from a program prior to its completion.

Please note that in accordance with QPRC Aquatics fees, refunds will be subject to an administration fee.