



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

Credit Card payments can also be taken over the phone on 02 6285 6346.

If you wish to receive an invoice, please contact QPRC Aquatics.

Receipts will be passed on for all transactions.

For some programs at Queanbeyan, payment can be made online through Active Carrot - <https://secure.activecarrot.com/?site=1217>

3. Upfront Term Payment – Swimming Lessons

Upfront Payments

To confirm your position for swimming lessons, full payment must be made at the time of booking. No bookings will be accepted without payment.

Non-Ongoing Booking

Students who elect to be an Upfront Term Payment means that the booking will not be rolled over term after term. You will need to book in every term in accordance with communicated procedures.

We recommend being an Upfront Term Payment if you do not wish to secure an ongoing booking and/or do not wish to do lessons every term.

4. Continual Perpetual Enrolment – Swimming Lessons

Direct Debit Payments

Direct Debit Fees are available to students who participate in the Swimming Lessons at Queanbeyan.

Our Direct Debit go through a Third Party being LinksPay. Individuals who wish to pay via Direct Debit need to complete a Direct Debit Request Form available from here (to provide link)

The Direct Debit run occurs approximately every fortnight on a Thursday in advance. Please note when the money comes out of your account will depend on your financial institution.

Ongoing Booking

Students who elect to be a Continual Perpetual Enrolment means that the booking will be rolled over term after term. Your account will continue to be debited until written confirmation has been received requesting a cancellation.

We recommend being a Continual Perpetual Enrolment if you wish to secure an ongoing booking and/or you wish to do lessons every term.

Cancellation of Direct Debit Payment Lessons

14 days written notification is required.

Changes to Direct Debit Details

Changes can be made online through Active Carrot at any time. Please note that it would need to be made prior to a Direct Debit run.

Other request for changes must be received three days prior to the next scheduled Direct Debit run.

Direct Debit Rejection Fee

Please note that in accordance with QPRC Aquatics fees, there is a fee associated with a Direct Debit rejection.

If a bank rejects a payment for any reason an alternative payment must be made at reception prior to the student attending the next lesson.

Repeated Failed Direct Debit Payments

Repeated failed direct debit payment may result in the termination of your Continual Perpetual Enrolment.

5. 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

6. 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

7. 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.

8. 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.