



Instruction to your Bank or Building Society to pay for your Swimming by Direct Debit

Shirley Swimming Pool Ltd
Kentish Road
Shirley
Southampton
SO15 3GR
Tel – 02380 781901

Service user number

4	1	3	5	3	7
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Unique Membership Reference Number

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Name(s) of Account Holder(s)

[Empty box for Name(s) of Account Holder(s)]

Instructions to pay your Bank or Building Society

Please pay Shirley Swimming Pool Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Shirley Swimming Pool Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Branch Sort Code

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Bank/Building Society Account Number

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Name of your Bank or Building Society

BANK NAME:
[Empty box for Bank Name]

Signature(s): [Empty box for Signature] **Date:** [Empty box for Date]

The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits

- If there are any changes to the amount, date or frequency of your Direct Debit Shirley Swimming Pool Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Shirley Swimming Pool Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by Shirley Swimming Pool Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Shirley Swimming Pool Ltd asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

APPLICATION FORM

PLEASE PRINT IN BLOCK CAPITALS

Swimmers Name:

Date of Birth: /..... /.....

Home Address:

.....

Post Code: **Gender: MALE / FEMALE.....**

Parents Names:

Contact Telephone numbers:

Home: **Mobiles:**

Email address:

Swimsafe: (Parent Portal to view child's progress)

Shirley Pool Newsletter (notification of events / pool closures)

Account / Membership communication from Shirley Pool (e.g Issues with payment)

Tick the above communication boxes you are happy to accept

Any Medical or any other information the teacher should be aware of:

.....

How did you learn about Shirley Pool?:

.....

Emergency Contact Name and Number (other than child's parents):

.....

Member Declaration: -

I have read and understood the terms and conditions of my membership and agree to abide by these at all times.
A copy of the terms and conditions has been issued to me on joining.

Shirley Swimming Pool also reserves the right to terminate memberships at any time and will not tolerate any sort of disruptive behavior by children or parents.

SignedPrint Name:.....Date:.....

Office Use Only: -

Name of Staff Member Entered on Swim safePC.....Infusion Soft.....

Admin Fee £5 Taken Date DD Starts.....T&C's issued to customer.....

Class attending.....Which day.....Time.....

Amount Paid £..... (.....No of lessons & Admin Fee) Paying up to start of the next DD start date.

Terms and Conditions of Membership

1. The direct debit system is safe and has been carefully designed by the banks to keep the customer fully protected. Shirley Swimming Pool Ltd, the company that operates Shirley Swimming Pool, has been approved to operate the scheme. The bank will reimburse you if a direct debit has been charged to your account that does not conform to your instruction. Your direct debit will commence on the first of the month after joining and first of each month thereafter. Payments are claimed in advance of the months swimming.
2. **One full calendar month's WRITTEN notice is required for cancellation of membership.** Email, verbal instruction or Text is NOT accepted. Customers must complete a direct debit cancellation form at reception and hand to staff member who will stamp it with the date received and give a copy back to the customer as proof of cancellation. Please ensure you retain a copy of this receipt in case of dispute. Membership cards must be returned to the pool when membership is terminated as these are the Pool's property.

An example of this would be:

If you cancel on the 30th of July your membership will cease at the end of August.

If you cancel on the 1st of August your membership will cease at the end of September.

3. There is an administration fee of £5.00 for setting up or restarting Direct Debits.
4. Each swimmer will receive a membership card. This card must be swiped through the machine at reception every time the swimmer attends the swimming pool and on cancellation of membership returned to Shirley Swimming Pool.
5. Photographs and videos of the lessons may be used for promotional purposes on our website and in other media. Also at the end of our Badge weeks, Crash Courses & Events photographs may be taken to put on our Facebook page to celebrate our Members successes. If you have any objections please Opt In/Out here
 I give permission for photographs of my child to be taken
 I object to any photographs being taken of my child
6. If your son/daughter is over 7 years old they should get changed in the appropriate changing room
7. If your child misses a lesson due to illness etc you must NOTIFY us, by giving **a minimum of 1 hours' notice**, wherever possible, either face to face, by phone or email.
8. Missed lessons, due to sickness, are unfortunate but we regret we cannot issue refunds for these but may be able to offer you a makeup lesson provided we have available space in the lessons and teacher capacity to do so. Re-booking is subject to availability and you have 2 week maximum to try and arrange a space. You cannot rearrange a Make-up once booked. Make-ups are not transferable to another child. They have no credit and refund cash value. PLEASE NOTE we are not obliged to offer you make up lessons if you cannot attend.

Declaration:- I have read and fully understood the terms and conditions of membership and will abide by them at all times.

Signed:-

Date:-
