



Competitive Squad Membership Terms and Conditions

Current as of 17 July 2024

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Purpose

The Royal Life Saving Competitive Squad Program aims to cultivate excellence in swimming by providing a comprehensive training environment that fosters athletic development, personal growth, and team camaraderie. We aim to empower athletes to achieve their highest potential through rigorous coaching, innovative techniques, and a supportive community.

The Royal Life Saving team is committed to building a squad that has a lifelong passion for swimming and prepare them for competitive success at all levels.

Policy

The Policies detailed below aim to provide an equitable and consistent approach to Athletes enrolled as part of the Royal Life Saving Competitive Squad Program. Athletes will agree to the Code of Conduct and by signing up for a membership through the portal: [Royal Life Saving Aquatic Academy Seven Hills Landing | Customer Portal \(iclasspro.com\)](#) families also agree to abide by the governing policies associated with this program.





Important Contacts:

Contact	Details	Expected response time
Gavin Stewart	gavinstewart@royalnsw.com.au	48 business hours
General Squad Enquiries	squads@royalnsw.com.au	24 business hours
Billing and Accounts	sevenhills@royalnsw.com.au	24 business hours
Complaints handling	bernadetteneal@royalnsw.com.au	48 business hours
Phone	(02) 8814 8637	

Payment Policy:

All members are charged on the 6th of the month for that calendar month. The squad fee structure is as follows:

Type of Squad	Monthly Fee	Sessions
Mini Squad	\$145 per month	2-5 sessions per week
Junior Squad	\$180 per month	3-6 sessions per week
Target Squad	\$250 per month	5-8 sessions per week
Performance Squad	\$270 per month	9-11 sessions per week

All fees must be finalised by no later than the 17th of the month. For members with outstanding fees past the 17th of the month, memberships maybe cancelled or suspended until fees are resolved.

iClassPro – How to guide

Royal Life Saving NSW utilise the iClassPro payment method to complete all membership payments. For more information or help with using the app – please see the guide located here: [Microsoft Word - iClassPro How To Guide \(aquaticacademy.com.au\)](https://aquaticacademy.com.au/microsoft-word-iclasspro-how-to-guide)

Suspension Policy

Athletes can suspend their membership and associated fees for a maximum of 4 weeks per calendar year.

Athletes must put in writing an application to suspend their memberships via the squads@royalnsw.com.au email a minimum of 24hours prior to the direct debit being processed.

Once suspended, athletes will not be permitted to swim for that calendar month or until the next month's fees have been paid.





Injury Policy

Royal Life Saving is committed to providing a safe and inclusive environment for athlete training. We recognise that fostering a culture of open and honest communication goes a long way towards strong, healthy athletes.

When developing training plans throughout the season, our coaching team and staff will assess the swimmer's capability to fulfil training requirements based upon:

- General health
- Injury History
- Strength
- Training patterns and attendance
- Athlete attitude to training

Athletes are encouraged to communicate frequently about any illness and injuries with the coaching staff to ensure the most appropriate course of action is facilitated.

Coaches will develop and provide a training structure that is appropriate for the athletic development of the athletes and minimises the risk associated through the following:

- Training cycles / skill development
- Appropriate choice of exercises
- Use of testing protocols
- Providing a safe environment

Unfortunately, from time-to-time swimmers may develop an injury or become sick. Swimmers and parents must always seek professional medical attention and communicate with the coaching staff immediately if the swimmer has become injured. This will facilitate the best possible treatment to ensure the swimmer returns to training as soon as is practically possible.

All injury communications must be put in writing from medical practitioners and sent to squads@royalnsw.com.au to be managed through our administrative team.





Administration Process of Injury Management

We also recognise that every injury is different and will need a unique and individual approach to managing it. Athletes and parents must follow these guidelines to provide the best opportunity to return to training quickly and efficiently:

1. Provide a medical certificate and injury management plan via email at squads@royalnsw.com.au
2. Where possible, attend a training session and speak with the coaching team in person regarding future training and rehabilitation plans.
3. The Royal Life Saving Customer Service team will suspend payments and membership fees until such time as a medical clearance is received to the squads@royalnsw.com.au

If suspensions are detailed to be more than 3 months, Royal Life Saving reserves the right to cancel the membership and will reinstate it once clearance has been provided.

Customer Payment Policy

Automatic Direct Debit Payments

Payments are charged via direct debit using a credit card or bank account.

By completing the Payrix authorisation form, I agree to:

- Automatic direct debit payments charged monthly on the 6th day of the month (or the following business day).
- For new bookings, an initial payment will be charged immediately upon enrolment into the program, using the details on the file.
- This payment will be pro-rata for the part of the month that is being swum.
- Payments are taken regardless of session attendance.

Outstanding fees:

- Failed payments will incur a non-refundable dishonour fee charged by Payrix.
- Outstanding fees will result in the member being denied entry to sessions until the payment has been made.
- If payment has not been made within fourteen (14) days, the membership may be cancelled.





Cancellation Policy

Cancellations can be completed online via the customer portal. [Royal Life Saving Aquatic Academy Seven Hills Landing | Customer Portal \(iclasspro.com\)](#)

Once payment has been debited, the athlete is required to swim out the remainder of the month that has been paid for.

There are no refunds for sessions not attended.

Complaints Handling Policy

All complaints should be made in writing to bernadetteneal@royalnsw.com.au

Please see the communication time frame for expected response times.

Team Uniforms

Royal Life Saving NSW team apparel will be available via the online shop: [Online Shop – Royal Life Saving Shop \(royallifeshop.com.au\)](#)

AquaBlitz Toongabbie Competitive Swim Club team apparel will be available via: [Facebook](#)

Seven Hills

78 Best Road Seven Hills 2147
Email sevenhills@royalnsw.com.au
Call 02 8814 8637

 [AquaticAcademy.com.au](https://www.aquaticacademy.com.au)

Denistone East

47-63 Lovell Road Denistone East 2112
Email denistoneeast@royalnsw.com.au
Call 02 9067 3840

