£19.95 a month

rainbow
SWIM SCHEME

Pay for your child's swimming lessons by monthly direct debit and your child will be entitled to unlimited swimming* at any Dumfries and Galloway Council Swimming Pool for free.

A monthly direct debit has many benefits and can make things so easy – you know what you are paying and when you are paying it...

it's that simple

* Unlimited swimming available during any public swimming sessions subject to available space.

** Intensive lessons are available on a first come, first serve basis. Session dates may vary.

Please contact your local swimming pool for further details.

dumgal.gov.uk/rainbowswim

DIRECT Debit

Your Rainbow Swim Scheme direct debit will include:

- **A guaranteed space within the Rainbow Swim Scheme group lessons.**
- **A free block of intensive lessons during school holidays****
- **Free unlimited swimming at any Dumfries and Galloway Council Swimming Pool***
- **Entry into a Regional Monthly Prize Draw**

And those who sign up to pay for their Rainbow Swim Scheme lessons through direct debit will receive a Rainbow Swim Scheme Swim bag and water bottle.

To discuss the benefits of a monthly direct debit please contact the Learn to Swim Coordinator at your local swimming pool or call 030 33 33 3000.

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 the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect 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 the organisation 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 the organisation asks you to.
- You can cancel a Direct Debit ay any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.

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CHILDS DETAILS

Name of Child

Gender

Age | Date of Birth

Swimming Pool

The following information must be completed by the child's parent/guardian:

Title | Name

Date of Birth

Relationship to Child

Home Address

Postcode

Tel (Home) | Tel Work

Mobile No

Email

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

Name and full postal address of your Bank or Building Society

To: _____

Address: _____ Bank/Building Society

_____ Postcode:

Banks/Building Societies may not accept Direct Debit Instructions for some types of Accounts

Name(s) of Account Holder(s)

Originators Identification Number

6	0	1	0	9	5

Account Number

Branch Sort Code

Reference Number

Instructions by your Bank or Building Society. Dumfries & Galloway Council from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand this instruction may remain with Dumfries & Galloway Council and if so details will be passed electronically by my Bank/Building Society.

Signature of Account Holder(s) _____ Date: _____

Terms and Conditions – Rainbow Swim Scheme Easy Payment Scheme (EPS)

1.0 Acceptance onto the Rainbow Swim Scheme Easy Payment Scheme (EPS).

We Dumfries and Galloway Council have absolute discretion over whether to enter into this agreement and to accept your application for entry onto the easy payment scheme.

2.0 Easy Payment Scheme

2.1 Responsibility for payments and subscriptions to the EPS will be with the parent or guardian.

2.2 All correspondence and requests to change the EPS must be done through the parent or guardian.

2.3 The EPS does not allow you to use all facilities provided by Dumfries and Galloway Council. Additional payment will be required to make use of other facilities and services.

2.4 We may, unless stated elsewhere in this statement make changes to the EPS at any time provided we give you advanced notice of the changes.

2.5 We may increase the monthly subscription at any time and for any amount we see fit provided we give you 30 days advanced notice in writing.

3.0 EPS Fees

3.1 Your EPS is offered as a monthly subscription in advance payable by direct debit.

3.2 Your monthly subscription will include a pro-rata payment which is calculated on a daily rate for the fees due until your first direct debit payment is made; 30 days notice payment which covers your final month of EPS i.e. the first month which your direct debit is not paid, this payment entitles you to use the facility for that month by way of a 30 day notice period.

4.0 Debt

4.1 Should your direct debit payment fail for any reason whatsoever you must endeavour to pay the debt immediately. If necessary you must provide the EPS with new direct debit details.

4.2 If any debt is not cleared by the time the next payment is due the EPS may take that to mean you have served your 30 notice period and subsequently cancel your entry onto the EPS and subsequently the Rainbow Swim Scheme.

5.0 Termination

5.1 We can terminate your entry onto the EPS immediately if any amounts you owe us remain unpaid after the due date.

5.2 If your entry onto the EPS is terminated we will not refund any fees whatsoever that have been paid in advance which relate to pro-rata and 30 notice payments.

6.0 Suspension

6.1 Should you wish to suspend your payments you must make an application in writing.

6.2 Suspension requested should be based on medical necessity and Dumfries and Galloway Council reserve the right to charge a monthly suspension fee in relation to this period.

7.0 Personal Belongings

7.1 Lockers are provided for the security and storage of personal belongings. Customers are encouraged to use them at all times.

7.2 Customers should take all reasonable steps to secure their belongings and should not leave any personal belongings unattended for any reason.

7.3 The centre is not responsible for any items or belongings left in lockers and changing facilities.

7.4 Lockers will normally be cleared every night.

7.5 Customers must not retain any locker keys whilst not on the premises.

7.6 Items found on clearance of lockers and other items of personal belongings found at the end of each day will be deemed lost property.

7.7 Lost property will be kept in safe storage for a period of 14 days and if not claimed will be disposed of and proceeds of any sale retained by the centre.

8.0 Opening hours and facilities

8.1 Details of the centres current opening hours are displayed within the facility.

8.2 We may sometimes need to change the opening hours and the facilities available. If we need to do this we will where reasonably possible display notices in the centre notifying you of the change at least two weeks beforehand.

8.3 Through circumstances beyond our control or any reasons beyond reasonable control we may be unable at times to provide our full range of services. This may be, for example because of temporary closure or our premises due to fire, flood damage or mechanical failure. We will do all we can to restore our services as soon as possible.

8.4 The EPS card issued to you will remain our property. We may change you a reasonable fee to replace a lost or damaged card.

9.0 Conduct

9.1 Dumfries and Galloway Council reserves the right to prevent entry or reject anyone from the premises whose behaviour or appearances in its sole opinion deemed by it to be unsuitable.

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Direct Debit £19.95

Dumfries & Galloway COUNCIL