

Competitive Training Squad Booking Terms & Conditions

Booking Information

DGSS operates a perpetual booking system, meaning that once you have made a booking into the Competitive Training Squad it will remain until you change squads or decide to cancel.

Squad fees are calculated for a 12-month period between 1st July to 30th June and take into consideration closedowns, breaks, camps and public holidays, there are no credits or make-ups for these circumstances.

Squad fees do not include registration to Mt Eden Swim Club, which can be paid directly to the club.

Holiday Programmes and camps may incur additional costs to cover travel, accommodation and food expenses.

DGSS reserves the right to make changes to the days, times and coaches of the program.

DGSS reserves the right to cancel sessions due to unforeseen circumstances. DGSS will endeavour to provide alternative options for the swimmer in such circumstances.

Payments

All fees are billed monthly and must be paid by the 1st of each month.

Effective 1st April 2025, new customers will be required to pay via Direct Debit via bank account or credit/debit card.

Current customers not on Direct Debit (prior to 1st April 2025) must ensure full payment is made before their first lesson of the month.

DGSS does not accept part-payments for swimming lessons.

A \$5 fee will be charged for each dishonoured Direct Debit payment.

If your payment details change (e.g., expired card, new account, or new card number), please notify our reception via phone, email, or in person.

Monthly payments will continue until DGSS receives a minimum of two weeks' notice to cancel lessons. If fees are not paid in full by the second lesson of the month, the swimmer will be unable to attend further sessions until the account is settled. This may result in the loss of their place in the squad.

At least 2 week's notice is required to cancel an upcoming Direct Debit. This cannot be done through the customer portal; you must notify our reception via phone, email, or in person. Please contact us at reception if you need to change or update your Direct Debit.

DGSS is unable to grant refunds under any circumstances. It is the responsibility of each swimmer to attend the lessons they have committed to. Credits will be considered (at the manager's discretion) only in cases

of serious medical incapacity, and will be limited to 3 lessons. A medical certificate will be required.

For any payment-related inquiries or updates, please contact our reception team.

Cancellation

If you wish to stop swimming at any time, a minimum of 2 weeks notice is required which needs to be advised to the swim school reception via email. Please note: there are no refunds after the start of a month and fees have been paid.

Feedback

If you would like to provide us with feedback. You can contact us directly using the information below:

Kelston Squads Swimmers
kelston@dgss.co.nz

Mt Eden Squad Swimmers
mteden@dgss.co.nz

Greenwoods Aquatics
