



Payment Policy

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1. Purpose

As the Carlile Swimming Competitive Program is heavily subsidised by the Carlile Foundation, the squad fees are a set monthly fee with no discount for missed or reduced sessions. The purpose of this policy document is to ensure that our payment policy is transparent to all families enrolled in our Competitive Program.

2. Policy

2.1. Payment

- a. Squad fees associated with the Carlile Swimming Competitive Program are paid in advance before the beginning of each month to secure the swimmers place in the program.
- b. Payment is due on the 4th Wednesday of each month by direct debit from the customer's choice of bank account or credit card.
- c. If squad fees are still outstanding by the first business day of the month then swimmers will not be permitted to train until their account has been settled.

- d. The Carlile Swimming staff discount applies to squads in the Competitive Program. Details of eligibility can be found via our [Training Fee Reduction policy](#).

2.2. Missed sessions

- a. Due to the generous subsidisation of the Competitive Programs, we do not provide refunds or credits for missed or unused sessions.
- b. A credit will not be applied when a swimmer is away from training on holiday or taking a break from the training program for any reason.
- c. A credit will not be applied when there are no squads on public holidays or during holiday periods.

2.4. Illness or injury

- a. A family credit may be applied where a swimmer is injured or ill for a prolonged period of time and is unable to train.
- b. In the event that an athlete is injured or suffering from illness, it is the athlete's responsibility to notify their squad coach and provide the appropriate information to the coach regarding the injury and/or illness.
- c. Carlile Swimming competitive coaches will develop an injury/illness management plan to guide the rehabilitation and return to full training of the athlete, in conjunction with the treating physician.

2.5. Cancellation

- a. Where a swimmer cancels out of the Carlile Swimming Competitive Programs before the end of the month, no credit or refund will be applied. Any outstanding fees are still payable.
- b. Where a swimmer has previously cancelled out of the Carlile Swimming Competitive Programs, in order to re-enter the program the swimmer will re-apply via the application form on our website.

Policy date: August 2022