

# **VIRGIN ACTIVE AUSTRALIA NSW GOVERNMENT ACTIVE KIDS VOUCHER RULES**



1. A copy of the NSW Office of Sport Active Kids voucher must be provided by any member or new Swimsters member wishing to redeem it against swim fees.
2. An Active Kids voucher can only be utilized for full term fees; they can not be utilized for a partial term enrolment.
3. Active Kids vouchers cannot be split up over terms.
4. Only one voucher per child may be redeemed per annum.
5. For current members, the voucher will need to be provided at least 7 days before the next direct debit. That is Monday the week before the direct debit.
6. New members can only use the voucher for full term fees and the voucher must be presented on sign up.
7. In the event that Virgin Active can't redeem the voucher via the NSW Government scheme the person who has used the voucher must pay \$100 difference the next club fortnightly direct debit. Virgin Active will then liaise with the voucher bearer to remediate the redemption issue.
8. It is up to the owner of the voucher to ensure that the voucher is valid. Virgin Active takes no responsibility for invalid vouchers.
9. Active Kids vouchers are non-refundable, non-transferable and Virgin Active takes no responsibility for lost vouchers.
10. Any questions regarding the Active Kids scheme and voucher rules must be directed to ServiceNSW on 137788 or visit your local ServiceNSW centre.
11. Missed lessons rules and all other Swimsters Standard Terms and Conditions apply.