

Good afternoon,

As per our terms and conditions, we wish to provide 14 days' notice of the following changes to our direct debit schedule:

- Our membership direct debits will now take place every second Friday rather than every second Tuesday. This applies to all membership types, including Healthy Kids memberships.
- If you are an account holder of a membership and a Healthy Kids membership, a lump sum payment for both memberships will be debited as one transaction every second Friday.
***Please note Healthy Kids memberships will remain suspended at this stage.** More information regarding Healthy Kids memberships will be provided soon.

The team at Ballarat Aquatic and Lifestyle Centre (BALC) is excited to slowly return to operations in line with Victorian Government guidelines. As more services resume, we have received feedback from our valued members about wishing to reactivate their memberships. This is something we'd like to provide to you as soon as possible.

With the release of our new members portal, you will soon have the option to reactivate your membership if you wish to. Instructions on how to reactivate your membership will be sent to you via email and SMS within the next 14 days.

If you choose to reactivate your membership, you will still need to make a booking to come into the centre. We are still limited by Victorian Government restrictions in how many people we can have in the Centre.

We understand that not all our members will wish to reactivate their memberships right now. If you choose not to re-activate your membership you can continue to book and pay for a casual session online each time you wish to visit.

When the Centre closed in March, we were mid-way through a direct debit cycle. The unused portion of that direct debit cycle has been credited back to your account and will be used for a future membership payment. We are also pleased to advise that there will be no increase to membership fees this financial year.

If you have any questions or concerns regarding this change, please don't hesitate to contact us at balc@ballarat.vic.gov.au or on 05 5334 2499.

We look forward to seeing you around the centre soon.

Kind regards,

Michael Riseley

Manager - Ballarat Aquatic and Lifestyle Centre