



Cancel or suspend

Note: To cancel or suspend you are required to provide advanced notice in writing, **at least two weeks prior to your last direct debit payment**, to the venue you are enrolled in. A suspension fee may apply to your request, for more information please discuss prior to submitting your form.

Venue	<input type="checkbox"/> Gold Coast Aquatic Centre <input type="checkbox"/> Palm Beach Aquatic Centre	<input type="checkbox"/> Cancellation <input type="checkbox"/> Suspension	Date	/ /
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Details:				
First Name:		Last Name:		
Street Address:				
Suburb:		State:		
Post Code:		DOB:		
Phone:		Gender:	<input type="checkbox"/> M	<input type="checkbox"/> F
Email Address:				
Vehicle registration 1*		Vehicle registration 2*		

Cancellation Refer to BESC Squad terms and conditions Section 3				
Reason:	<input type="checkbox"/> On-going illness or permanent injury <input type="checkbox"/> Change of financial circumstances <input type="checkbox"/> School priorities <input type="checkbox"/> Changing squad providers <input type="checkbox"/> Unable to find the time <input type="checkbox"/> Winter or other seasonal factors	<input type="checkbox"/> Relocation <input type="checkbox"/> Not happy – program/coach <input type="checkbox"/> Student not ready or progressing <input type="checkbox"/> Student lost interest in swimming <input type="checkbox"/> Other sporting priorities <input type="checkbox"/> Other – please comment below		
Additional comments:				
Student names:	1.			
	2.			
	3.			
	4.			
Expiration Date:	/ /			
Suspension Refer to BESC Squad terms and conditions Section 4				
Reason:	<input type="checkbox"/> Temporary illness or injury <input type="checkbox"/> Holiday <input type="checkbox"/> Other – please comment below	<input type="checkbox"/> Temporary relocation <input type="checkbox"/> Change of financial circumstances		
Additional comments:				



Student names:	1.		
	2.		
	3.		
	4.		
From date:	/ /	Date I wish to return:	/ /

Agreement

<input type="checkbox"/> [✓] I have read the <i>Terms and Conditions</i> of Squad and understand there is a minimum two weeks' notice required prior to the cancellation/suspension of my existing enrolment with BESC. I understand this is effective from the expiration date or suspension dates listed I will no longer have access to the Squad program			
Signature:		Date:	

Privacy notice

Council of the City of Gold Coast (Council) & BESC are collecting your personal information in order to provide the services requested, perform associated Council & BESC functions and services, and to update and maintain Council's & BESC customer information records. Your information is handled in accordance with the *Information Privacy Act (Qld) 2009* and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to cityofgoldcoast.com.au/privacy
 Council & BESC may also use your personal information in order to contact you to provide you with information regarding Council functions and services. If you do not wish to receive such information please opt out using the unsubscribe link in the communication material sent to you.

Office Use Only			
Date received		Staff received	
Date processed		Staff processed	
Customer#		Last direct debit date:	
Financial details discarded:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Squad Swim future bookings removed:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Confirmation email sent to customer:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Key tag returned	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
T&I Parking Advised	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Notes:	