



25 March 2020

Dear Genesis Sport & Aquatic Families,

We hope you are all safe and healthy.

Based on recent advice from Government agencies, Genesis Sport and Aquatics will be **suspending all services as of midnight tonight.**

**All services which will be suspended until further, these include:**

- Aquatics
- Fitness
- Tennis
- Triathlon
- Football
- Multi-Sport Holiday Program
- Rowing
- Kiosk/Coffee Bar Operations

For all enquires please email GSA in the first instance to ensure our team provide you with accurate and timely information.

If you would like to book for Term 2 we are prepared to take re-enrolments. However, we can not confirm our commencement date at this time.

Please keep track of our social media pages and websites as we will be releasing weekly videos to help keep families active and engaged with our our programs, services & staff.

We value your support and patience as we all go through this experience together.

**Financial Considerations:**

As all services are now suspended until further notice we are taking the following steps with regard to your Term 1 accounts.

All accounts that are paid in full will be credited two weeks onto your account. If you have an outstanding balance we would ask that you please settle the account ASAP.



All Direct Debit customers have had any payments suspended for the balance of term. When we resume services we will need new Direct Debit forms from anyone wishing to continue paying fees in this manner.

Any residual make up lessons will unfortunately be forfeited for Term 1. As per our fee agreement, these are a courtesy that we provide our clientele and are not guaranteed and cannot be carried through to the next term

Kind regards,

GSA Management