



Canterbury



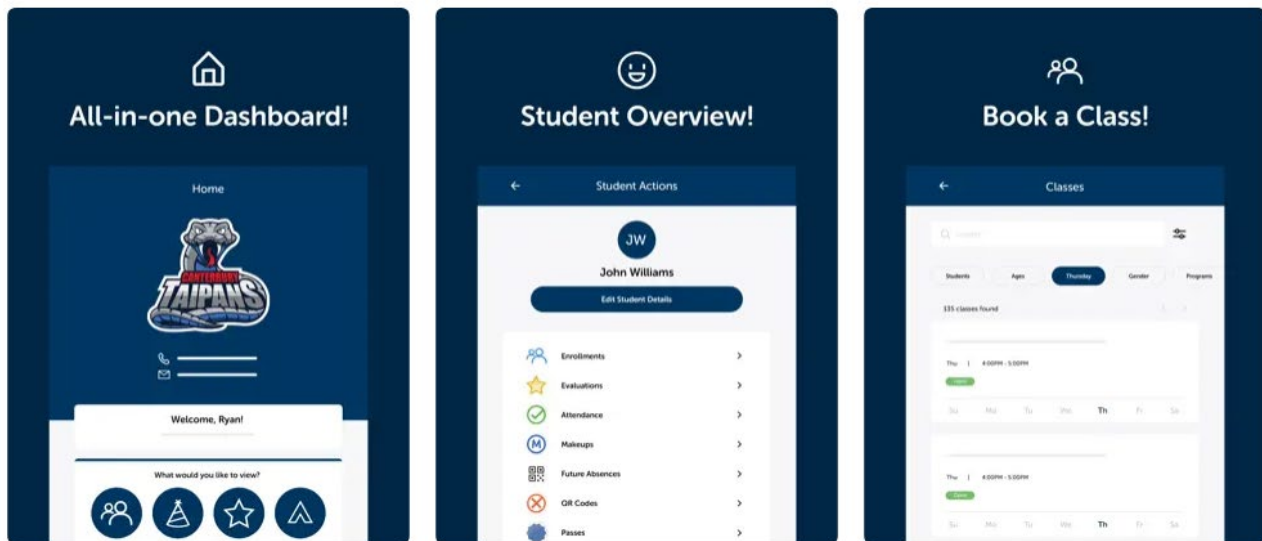
2023 CANTERBURY TAIPANS DECEMBER CLUB NEWS: WE NOW HAVE OUR OWN APP!

Dear Canterbury Taipans Club Members & Families,

Hopefully you've registered your new account and have entered your 2024 bookings via our new Customer Portal.

If not, it gets even easier from TODAY with the launch of our very own **Canterbury College Taipans Branded App** available via Google Play and the App Store:

[Canterbury College Taipans App: Google Play](#) | [Canterbury College Taipans App: App Store](#)



Canterbury College Taipans Branded App Features

Our easy-to-use App enables all our Swimming and Tennis Program members, customers and families to manage their enrolments, bookings and payments.

- Current student level progression and progress reporting.
- Lesson check-ins: including coach identification and your pool lane or tennis court allocation.
- Advance lesson absentee notifications and make-up session bookings.
- Moving enrolments to different lesson days and/or times.
- Online point-of-sale portal with a change of billing details service.
- Intensive holiday program lesson bookings and payments.
- New student enrolments.
- Club news and major announcements.
- Bad weather alerts plus much more!





For First Time Users

During your first App log-in, you will need to add all the typical account set-up details for yourself and your enrolled student/s, your current physical address, contact details, and billing information, which will ensure all this information is up-to-date and correct heading into 2024.

Please Note: You will also need to agree to the updated Terms & Conditions required by the new system's App functionality and billing process.

For Those Currently Registered Via Our New Customer Portal

Simply download the App and use the **same** Username and Password you use for the Customer Portal. If you forget your password, just click the **Forgot Password** button and follow the prompts.

Fortnightly Direct Debits

The main change to our new 2024 operating system is migrating to a largely Direct Debit process. Gone are the days of sending invoices at the start of each school term or monthly program, and customers having to manage larger invoice amounts.

With the new automatic **Fortnightly Direct Debits**, once enrolled in our program/s, your booking/s will just continue seamlessly until you notify us of any cancellations with 30 days' advance notice.

Billing will occur on the first Wednesday of each fortnight.

For families with multiple enrolled children, or children doing multiple programs, you will see these transactions appear on separate lines, making it simpler to track and manage your payments.

Upon first enrolling with our new Customer Portal and/or App, you will be prompted to provide your payment details, which can be updated at any time.

Lesson Fees & Discounts

With the new Customer Portal and/or App, you may notice some changes to certain lesson fees.

Some lessons will need to be adjusted to reflect fortnightly billing vs monthly billing, as well as standardised lesson lengths being created for each program type.

We are pleased to inform you that multiple lesson discounts and multiple enrolment discounts remain unchanged, with these being automatically applied to each billing run.

Unfortunately, the Canterbury Student Discount is unable to be applied.

But we are working towards replacing this discount system with a credit voucher process for all current Canterbury students. Future updates on this are expected once school returns in 2024.

If you have any questions about price and discount changes, please email **Mr Kym McIntosh**, General Manager – Canterbury Taipans Sports Club – k.mcintosh@canterbury.qld.edu.au

Outstanding Invoices

As we transition over to the new fortnightly Direct Debit billing system, all accounts in the current system will need to be brought up-to-date.

This means any outstanding invoices need to be paid ASAP.

So please email us should you require any assistance or a conversation about your account and any late payments – admin@canterburytaipans.com.au

Finally, my Taipans crew and I wish you all a very Merry Christmas and we will see you in 2024!

Mr Kym McIntosh

General Manager – Canterbury Taipans Sports Club

