

Policy Name: Fee, Payments & Refund Policy

Objective and Scope

The purpose of this policy is to outline the terms and conditions for payment of class fees and other expenses associated with any services delivered or facilitated by Nunawading Gymnastics and Sports Club. This includes, but is not limited to, all gymnastics classes (both term-time and during the school holidays), any expenses associated with internal and/or external gymnastics competitions, apparel and training equipment.

This policy applies to all current and future members of Nunawading Gymnastics and Sports Club who are enrolled in or participate in gymnastics activities. This policy also applies to any family members, or other person(s) responsible for payments relating to the member's gymnastics activities.

Members

All members of NG&SC are required to sign and agree to our Clubs Policies and Procedures at the time of enrolment. (Please see Enrolment Policy and Process on our Website)

The member agrees to abide by the terms and conditions set out in this Fees & Payments policy.

Invoicing, Fee Structure, Other Charges

- All members are invoiced before the commencement of each new term for class fees and other charges.
- Our payment terms are 14 days from date of invoice and the payment due date is marked clearly on the invoice
- New members' invoices are required to be paid prior to the commencement of the first paid lesson.
- At the beginning of each calendar year all members are charged the Gymnastics Victoria Registration fee. This charge includes Personal Injury Insurance Cover as well as membership benefits and special discounts from Gymnastics Victoria.
- All Families are charged our Maintenance Levy which is a by term charge. This levy is refundable upon attending our working bees, which are held once a term.



- If joining during the term, class fees and maintenance levy are charged on a pro rata basis. The Gymnastics Victoria registration fee is charged in full for Terms 1 and 2 but then discounted in Terms 3 and Terms 4.
- KinderGym and Recreational classes fees are calculated based on an hourly rate and the number of weeks in the term (excluding public holidays). The higher the number of hours that a gymnast trains the lower the hourly rate. (refer NG&SC Fee Schedule)
- Competitive Gymnasts are invoiced an hourly rate based on the number of hours trained each week. The hourly rate reduces as the number of hours trained increases. This is to take into account the high number of hours that squads are expected to train. (refer NG&SC Fee Schedule)
- All other charges such as Uniform purchases, competition entries, Private lessons, Holiday training, Holiday programs and Birthday Parties are required on receipt of invoice or as arranged with the Club Manager.

Late or Failure to Pay

- For all families with outstanding fees from two weeks into a new term, a Statement will be sent requesting payment be made within 7 days.
- If payment is not made within 7 days of receiving a statement, the family will be contacted and advised that the gymnast(s) will be unable to continue with the terms' classes until full payment is made and/or alternative arrangements can be negotiated to commence a Payment Plan.
- Those families with overdue fees in excess of 30 days outstanding, will be sent a formal letter from the Committee of Management, stating that unless the outstanding fees are settled in full, the family's details will be passed onto a third party for debt collection.
- In the event that an overdue account is referred to a debt collection agency, the family will not only be liable for the terms fees but also for all costs incurred by the debt collection agency.
- Competitive gymnasts with outstanding fees will not be permitted to compete at competitions until such time that fees have been paid.



Refund Guidelines

Refunds and or credits may be granted in some of the following situations:

Where a gymnast has been ill or injured and is absent from class for more than two weeks and can provide a valid medical certificate for the period they were absent.

If you wish to terminate your membership you will need to provide the club two weeks written notice before the termination date. If not there will be a two week cancellation fee charged. All future unattended classes will be refunded by credit or cheque.

We only refund class fees when terminating a membership. The Gymnastics Victoria registration and Maintenance Levy fees are not refundable.

We do not give a refund or credit for missed classes due to holidays or other events. Your fees secure the position in the class.

If a gymnast does miss a class, there may be an opportunity for a makeup lesson, but this is providing that the same program has a spot in a class at another time during the week. Please call our Program Coordinator to discuss.

Refunds and Other Types of Charges

In House competition entry costs, Holiday Programs, Holiday Training, Birthday Party are non-refundable unless in the case of injury or illness. In this case a refund will be considered upon receipt of a valid medical certificate dated on the event date.

External Competitions entry costs – a partial refund may be considered by the Hosting venue if the entrant is ill or injured but only if a valid medical certificate can be provided. Withdrawing from competitions may also incur an administration charge by NG&SC where the entrant is not ill or injured but is withdrawing due to other reasons other than injury or illness.



This Policy was implemented / reviewed by the Committee of Management of the Nunawading Gymnastics & Sports Club Inc.

Completed Date: January 2017

Review Date: January 2018

Approved by:

- **President – Anthony Yin**
- **Secretary – Jackie Whitbourn**