

Fee and Booking Policy 2021

Purpose:

To ensure the timely collection of fees and that all members understand the terms and conditions associated with attending gymnastics programs at Flyaway Gymnastics.

To ensure that all members, and potential members of Flyaway Gymnastics are aware of the booking in process and requirement that fee payments must be up to date for continued participation.

Guidelines:

Enrolment into Flyaway Gymnastics programs is only available by using our on-line portal. An on-line deposit is required to secure the booking. Existing members must re-enroll each term via the on-line portal.

Due Date

- All term fees must be paid in full in the first week of term. For participants not starting from week 1, invoices will be generated from the week they begin and must be paid within 7 days.
- Payment plans are only available for children training 2 hours or more per week or for families with multiple children in Flyaway Gymnastics programs. Please see the office before the end of week 1 if you wish to apply. Approval of payment plans is at the discretion of the club manager.
- If outstanding fees are not paid, the club reserves the right to refuse gymnasts to participate in their program during that term or in the future.
- Where multiple invoices are owing, payments will be applied to the most overdue invoice.

Method of payment

- Our preferred payment method is direct bank deposit or through the online portal. If payment cannot be made via these methods, please call the office to arrange to pay over the phone via EFTPOS.
- If parents wish to pay their child's term fees in advance by the end of the previous term, they are entitled to a 5% discount on the term fees.

Registration fees (annual fee for insurance cover with Gymnastics Australia)

- Registration fees are due in their entirety regardless of how long a gymnast stays at the club. Those joining in 4th term are charged a reduced rate. This fee MUST be paid once participation is confirmed. There is no refund of registration fees.

Sibling discount

- The club offers families a sibling discount on term fees, applied to the lesser account. This discount is a reduction of 5% for a second gymnast, 10% for a third and consecutive gymnast. Please inform the office if you have more than 1 child in programs to ensure you receive the sibling discount.

Sickness/Injury/Absence

- There will be no reduction in fees or refunds for sessions missed due to illness. With the exception being if the illness or injury results in 2 weeks or more of sessions missed, and a medical certificate is provided. The adjustment to term fees in this instance will be at the club manager's discretion and will be credited to the next term's fees. There is no fee adjustment for absence due to non-medical reasons, for example school camp.
- No refund or discount on fees is given for gymnasts away on gymnastics trips and tours.

Credit Notes

- Credit notes may be created at the discretion of management and are valid for a period of 6 months. Existing credit notes will be automatically applied to the next invoice generated.

Withdrawal from programs

- Refunds will not be given for 'changes of mind'. Voluntary withdrawal from classes will incur a two-week cancellation period from the date of notifying club administration. Notification of withdrawal must be made via email.

Public Holidays and inclement weather

- There are no classes held on public holidays. Invoices will be adjusted to reflect the number of classes attended per term.
- If classes are cancelled due to inclement weather, a make-up class will be offered. There is no reduction in fees for classes missed due to inclement weather.

Make up Classes

- Make up classes may be offered for missed sessions due to illness/injury, time away or class cancellation. Absence must be notified prior to missed session. Offers of make up classes are at the discretion of club management and will be dependent on current circumstance and, as such, may be offered as sessions in school holidays. A maximum of 2 make up classes are permitted by each child, per term and do not carry over to the next term.

Adjustments

- Term fees can and will be corrected in good faith should an error occur in billing, as soon as practical after the error is detected.

Responsibility:

- The Fee Policy is the responsibility of the Club Manager.

Associated Policies/Documents:

- Privacy Policy
- Enrolment Form
- Temperature Policy
- Office Hours and Public Holidays

Review:

Date reviewed - March 2021.

Next review - March 2022.