

## **Fee and Booking Policy 2022**

### **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 for new members. Existing members will be automatically re-enrolled on the Wednesday of Week 9 each term, unless notification is given before the roll over date. Any changes to class bookings must also be made prior to the roll over date.

### **Due Date**

- All term fees must be paid in full by the last day of the previous term unless an arranged payment plan has been submitted and approved before this date. For new participants not starting from week 1, invoices will be generated from the week of enrolment 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. If you wish to apply, please see contact the office to complete and submit an application form before the invoice due date. Approval of payment plans is at the discretion of the club manager/administration.
- 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 within office hours to arrange to pay over the phone via EFTPOS.

### **Registration fees** (annual fee for insurance cover with Gymnastics Victoria)

- 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 each individual sibling upon enrolment. A 2.5% discount is applied to each sibling's term fee when enrolled into a program. Discounts do not apply to registration fees, holiday programs or additional invoices.

#### Sickness/Injury/Absence

- There will be no reduction in fees or refunds for sessions missed due to illness/injury. 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 applied in the form of a credit to your account. There is no fee adjustment for absence due to non-medical reasons, for example school camp.
- No refund or discount of 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 12 months. Accounts with existing credit notes will be automatically applied to the next invoice generated.

#### Voluntary 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 and a credit will be applied to your account for any remaining classes after this period. Notification of withdrawal must be made via email. If withdrawing for medical reasons, a medical certificate must be provided, and a credit will be applied to your account for the period affected.

#### Public Holidays

- There are no classes held on public holidays. Invoices are created to reflect the number of classes attended per term.

#### Cancelled classes and Inclement weather

- The club reserves the right to cancel classes due to inclement weather and additional circumstances in which classes are unable to run. In the event of a cancelled class, credits will be created and applied to your account.

#### Make up Classes

- Make up classes may be offered for missed sessions due to illness, injury, or time away. Absence must be notified prior to missed session or up to 24 hours after. Offers of make up classes are at the discretion of club management and will be dependent on class availability. 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 Managers.

### **Associated Policies/Documents:**

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

### **Review:**

Date reviewed - September 2022.

Next review - January 2023.