

Fee and Booking Policy 2024

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 process and requirement that fee payments must be up to date for continued participation.

Guidelines:

Booking into Flyaway Gymnastics' programs is only available by using our on-line portal. An on-line deposit is required to complete the booking. Once booked into a class your position in the program is ongoing, with memberships rolling over into the following term in week 9 of the previous term. *It is the members' responsibility to notify Flyaway Gymnastics via email if you want to unenroll from the program by week 8. After which standard 2-week cancellation will apply.*

New Members booking in online:

Online bookings for all programs require a non-refundable deposit to secure a spot in a class at Flyaway Gymnastics.

Term Invoice Due Dates:

- All term fees must be paid in full by the last day of the previous term unless a direct debit is in place.
- Approval of direct debit plans is at the discretion of the club managers and administration team.
- A **Direct Deposit** Request must be completed to be eligible for direct debit plan. Please also see DD Plan Policy for further terms and conditions.
- 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, until payment has been made.
- Where multiple invoices are owing, payments will be applied to the most overdue invoice.

Additional Invoices:

School Holiday Programs:

- Non-refundable deposits on school holiday programs
- Invoices are to be paid prior to program starting

Merchandise:

- All merchandise is to be paid in full upon purchase

Birthday Parties:

- Birthday Party bookings require a non-refundable deposit paid within 2 weeks of booking to secure a party spot
- Full payment of party is to be paid at the end of the party time slot
- See further information through the birthday party terms and conditions
- Direct Debit plans are not available for party bookings.

Pre-Loved Merchandise:

- All customers must sign Flyaway Gymnastics Pre-Loved Leotards Terms and Conditions prior to the sale of their merchandise.

Method of payment

- Our preferred payment method is direct bank deposit, through the online portal or direct debit payment plan. If payment cannot be made via these methods, please call the office within office hours to arrange to pay over the phone via EFTPOS or in the gym during our office hours for EFTPOS or CASH payments.

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 credited on your account and applied to the next invoice. 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

- Mid-term 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

- 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. Please see inclement weather policy.

Make up Classes.

- Make up classes may be offered for missed sessions due to illness, injury, or time away. Where a class is the only program available of its type a make up in the most similar class will be available. 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.
- Competitive programs are not eligible for make up classes.

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 – March 2024

Next review – March 2025