



## Policy Name: Fee, Payments & Refund Policy

### **Objective and Scope**

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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 (NGSC). This includes, but is not limited to, all gymnastics classes (both during the term and during the school holidays), any expenses associated with internal and/or external gymnastics competitions, apparel, training equipment, levies, registration, and insurance.

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**

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All members of NGSC are required to agree to our Clubs Policies and Procedures at the time of enrolment. This process will occur at the time of the online registration. By ticking the boxes in Parent Portal provided you are agreeing to NG&SC's Fee, Payment and Refund Policy.

### **Invoicing, Fee Structure, Other Charges**

- All members are to register online via our parent portal.
- During the online registration process, the member will be asked to provide credit card details (Visa or Mastercard) which will be stored securely via Payrix Australia (previously Integrapay Australia).
- Members will not be able to step onto the Gymnastics Floor unless monthly payments have been made upfront.
- KinderGym and Gymnastics for All class fees are calculated based on an hourly rate and the number of sessions in the month (excluding public holidays). The higher the number of hours a gymnast trains per week the lower the hourly rate.
- 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 considers the high number of hours that squads are expected to train.
- All other charges such as uniform purchases, competition entries, private lessons, holiday training, holiday programs and birthday parties are required to be paid on receipt of invoice or as arranged with the Club Manager.
- All members will be charged on the 25th of every month for classes taken during the next month.
- If the 25th of the month falls on the weekend or a public holiday, the payment will be processed the following business day
- All processing fees for the online payments will be absorbed by NGSC. There will be no extra charges to our members
- 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. Gymnastics Victoria invoices NGSC for the insurance, as it is the affiliated Club, and NGSC then invoices the Gymnast, being an Affiliated Club member.
- If joining during the term, Class Fees are charged on a pro rata basis. The Gymnastics Victoria registration fee is charged in full for Terms 1, 2 and 3 but then discounted in Term 4.

### **Default in Payment**

- It is the members responsibility to ensure that the credit card kept on file is current and has enough funds for payments
- If a member's payment defaults, they will be charged bank fees along with admin fees for the defaulted payment of up to \$50
- The members payment will be processed again in 7 business days

## Class Drops

- If a member decides to stop attending their class or classes all together, they will need to inform the Pathways and Development Manager via email only. [pdm@nunawadinggymnastics.org.au](mailto:pdm@nunawadinggymnastics.org.au). No verbal communication from parents, and especially athletes will be accepted
- The notice period for dropping classes is two weeks.
- Failure to inform the Pathways and Development Manager via email will result in the members Direct Debits to continue. These funds will be non-refundable.
- If a member has contacted the Pathways and Development Manager prior to the next month's payment and has adhered to the notice period, the classes that are not attended will be prorated or refunded pending circumstances

## Adjusted training hours for squad classes

- If a member of a squad class is training less hours than scheduled the Club Manager needs to be informed via e-mail before the start of the term. (e-mail address [club@nunawadinggymnastics.org.au](mailto:club@nunawadinggymnastics.org.au))
- Failure to inform the Club Manager via email before the start of the term will result in the member being charged for all scheduled class hours.
- If training hours change during the term the notice period is two weeks and the Club Manager needs to be informed via e-mail.
- Refunds for missed classes will only be given as per Refund Guidelines below.

## Refund Guidelines

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

- If a member has missed a class due to an injury or illness, a copy of the Medical Certificate must be provided covering the dates missed to NGSC administration. The Medical Certificate needs to be sent to the Club Manager via e-mail ([club@nunawadinggymnastics.org.au](mailto:club@nunawadinggymnastics.org.au)) or a hard copy needs to be provided to the Club Manager. Only then will those classes be prorated or refunded depending on circumstances.
- Make up classes will only be provided to our Kinder Program.
- The Gymnastics Victoria registration 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.

## Refunds, Class Cancellations and Other Types of Charges

In the event that a class needs to be cancelled we will contact you via email, phone or SMS at the earliest opportunity to advise of the cancellation. If a class is cancelled a class credit will be issued.

In-house competition entry costs, holiday programs, holiday training, birthday parties are non-refundable except 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. The Medical Certificate needs to be provided to the Club Manager via e-mail ([club@nunawadinggymnastics.org.au](mailto:club@nunawadinggymnastics.org.au)) or a hard copy has to be provided to the Club Manager.

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 any other reasons other than injury or illness.

**Class Fees are reviewed annually, [Click Here](#) to view**

### **Holiday Programs**

Is charged at the same rate as the class fees

### **Holiday Training**

Separate for Holiday Training fee document

### **Discounts**

NG&SC offers discounts for members and their families for the following:

#### *Multiple Gymnasts*

- 5% off fees for families with 2 or more members who attend any of our Classes
- 5% off fees for families with 2 or more members who attend any of our Holiday Program

#### *Committee Members*

- 25% off Committee Members, if they attend 75% or more meetings per year
- 10% off Sub-Committee Members

#### *All Members*

- Credit of \$40 towards class fees for volunteers who donate their time for club events or working bees
- \$10 off when you book all 4 sessions in our Holiday Program

#### *Coaches*

- Coaches who are also athletes must pay the Gymnastics Victoria Registration

#### *Employees*

- 25% off personal training fees
- OR
- 25% off for dependants under 18

*\*All rates include GST*

*\*Discounts cannot be combined, e.g., if a committee member discount is received a multiple gymnasts discount will not be applied.*

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

**Date: January 2022**

**Review Date: January 2023**

**Reviewed January 2022– Approved by: NGSC Committee**