



Section 1: Management

Module 7: Fees Policy

Purpose and Statement of Commitment

BUGS Gymnastics endeavours to ensure impeccable behaviour of all gymnasts, coaches, spectators, administrators' and officials. Providing a safe, friendly and enjoyable environment for everyone involved.

Our focus is to provide a safe friendly environment for children to develop basic gymnastic skills. To offer a variety of gymnastics programs to suit children of all ages and abilities and to encourage a healthy attitude towards participating in physical activity. BUGS gymnastics has a commitment to provide a quality program with qualified and accredited coaches and staff.

BUGS Gymnasts include all adults and children that participate in a Gymsport at BUGS Gymnastics. The policy applies to all gymnasts and their parent / guardians or persons responsible for payment of gymnastics fees.

Definitions

Refund

Refund refers to the transfer, exchange or reimbursement of monies paid for agreed services, which:

- have not been delivered in the timelines stated;
- did not meet the standard that the customer was led to believe they would; • don't match the sample and/or demonstration provided; &
- aren't as they were described.

Policy Coverage

This policy applies to all services provided by BUGS Gymnastics as part of its' daily business operations, undertaken by Directors and/or employees, in their dealings with customers and suppliers. Adoption of this policy will ensure BUGS Gymnastics can continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

Membership

All members / participants of our programs are required to be members of Gymnastics Victoria. This includes Gymnasts, Coaches and Judges.

A Registration fee is applied (please refer to current fee pricing) for all KinderGym, Junior Gym and Squad Gymnastics Classes.

Coaches' / Judges' registration is set by Gymnastics Australia and people required to pay these fees will be contacted in December each year with the next years fee schedule. The gymnast registration fee is included in your first invoice. This fee covers registration and personal accident insurance with Gymnastics Victoria / Gymnastics Australia, club membership fee and insures that the club you are part of is registered with Gymnastics Australia.



Fee Paying

All fees are payable on a term basis. It is your responsibility to rebook each term. No positions will be held or reserved unless term fees have been paid. Fees and reenrollment are always due at least two weeks prior to the end of term (two full weeks before the end of term 4, for term 1 bookings). Members that do not book and pay by the due date may lose their place. Payments can be made via cheque, cash or preferred payment via the online portal by credit card.

Payment Plans

Payment plans are available to all members. Payment plans are set by the parents of the gymnast paying the fees. All payments must fall on either a Monday, Tuesday, Wednesday or Thursday as these are our processing days.

The total term fee amount must be paid before the last two weeks of the end of term. The credit card holder must agree to the payment plan and honour that plan, if anything needs to change they are responsible for notifying the office.

If a payment plan is not paid in full by the end of the term then the gymnast/gymnasts will not be renewed for the following term until their account is settled for the current term.

If the terms and conditions of the payment plan are not met then the customer will not be entitled to a payment plan in the future.

Hours of training

If gymnasts need to finish early or arrive late this does not entitle a discount on fees as all the club's costs are the same regardless of gymnast leaving early/starting late or missing a session.

Illness

If your child misses two or more classes due to illness and you are able to provide the club with a medical certificate we may provide you with a credit note to the value of the missed classes.

Make Up classes

Unfortunately we cannot offer make up classes as generally all our classes are at capacity and we cannot cater for the extra individuals without overloading the groups. Legally this poses some problems. Members are only entitled to one makeup class per term. For school aged children this will be held the first Monday of the following school holidays. For Kindergym it is held in the last week of the term.

Public Holidays

Gymnasts do not pay (nor are classes held) on public holidays. These dates are taken into account when terms fees are set. Therefore public holidays do not count as a missed lesson.



Refunds

Coach's timetables are set for the school term and therefore we must pay coaches for every class they teach, regardless of the number of gymnasts that attend each session. Therefore if you/ your child miss a class we are unable to provide you with a refund for any missed classes.

Refund Rules

The following rules will apply:

- Non-attendance at general training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid. It also does not allow for a change of day or time. Pre-payment of lesson fees and annual Club/Governing body registration fees, are a requirement to ensure a class position is available.
- Training fees do not include costs for events, level badges or any uniform items. The fees are applied for the coaching/tuition provided and use of the Club's gymnastics related equipment.
- A non-refundable annual Club membership and governing body registration fee applies. This membership is valid from January 1st to December 31st in the current year.
- Claims for refunds, transfer, credit or exchange will not be considered unless accounts are paid up-to-date or in credit.
- A refund will only be considered if BUGS Gymnastics is contacted immediately with a valid reason for a refund e.g. due to injury and a doctor's certificate is received. Each case needs to be approved by the Committee before a refund can be granted.
- If a gymnast has changed their mind and withdraws from gymnastics a refund will only be granted once the gymnasts place has been filled (new gymnast) and the new gymnast's fees have been received. Each case needs to be approved by the Committee before a refund can be granted.
- Party Bookings – A refund of the deposit will only be given if a minimum of one month notice of cancelation has been provided.
- A refund if granted is only for classes paid for after the date we have been contacted. You will not be refunded for a class if you contact us on the day of that class, you will be refunded from the following week.

Roles and Responsibilities

Club Manager

1. Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints.
2. Actively promote the Company's Refund policy to all staff, customers and suppliers, via the Company's Refund Policy Statement.
3. Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted and/or complaints can be directed to the appropriate management staff.
4. Respond promptly to any concerns with respect to the non-delivery of agreed services in line with the Company's refund policy.



5. Devise and implement strategies to address any on-going issues that result in the non-delivery of agreed services.

Staff

1. Deliver all services to the Company's required standard and in-line with assigned duty statements and employment agreements.
2. Alert Senior Management with respect to any agreed services not delivered and the circumstances causing this.
3. Work responsibly and ethically at all times when representing the Company and delivering agreed services.

Customers/Suppliers

1. Report the non-delivery of services to a Company Director within a reasonable time.
2. Provide details on the services not received and proof of purchase.