

FEE POLICY

Updated 1st January, 2021

This policy sets out the basis for the charging of fees associated with participation in club programs at Gymfinity Pty Ltd.

Scope: This policy applies to all current and future members of the Gymfinity Pty Ltd.

Requirements:

1. Club Membership and Registration: The Club Membership package includes Club Membership, Equipment & Cleaning Levy and some value added benefits. This is non-refundable. **The Gymnastic Queensland registration and Sports insurance is paid directly to Gymnastics Queensland via their online platform. This fee must be paid at the first lesson.** The Club Membership and GQ registration is valid from the date of payment until the 31st December of that year.

Membership and registration fees are renewable from 1st January and must be paid upon child's enrolment.

2. Term Fees: Fees are calculated on an hourly weekly basis. Tuition fees pay for your child's position in a class or team. Non-attendance does not qualify you for a refund or credit. Term fees are to be paid either upfront or Ezidebit payment plan. There will be no 'paying' off fees individually. Accounts for Term Fees are due on the day before the term commences. Fees paid in full by this date attract a 5% discount. After due date full tuition fees will be payable in their entirety within 14 days. If fees are NOT paid your child will NOT be permitted on the floor.

Ezidebit forms must be received within 7 days of commencing.

Any outstanding accounts will have a **\$25 administration fee added should the invoice be unpaid after 14 days of due date.** Any invoices unpaid after this date will need to be set up on Ezidebit. Ezidebit account customers will not attract the fee if the payments are up to date with the payment application agreement. Should 2 consecutive payments on ezidebit be not honoured, payment will need to be received within 7 days of notification.

Should any agreement not be honoured gymnast will be sat out from class. Any outstanding accounts after this will be passed onto the Debt Collector.

3. Direct Debit Payments: By filling in an Automatic Direct Debit Payment Form which you can obtain from the office, you can opt to have your account debited automatically from your account each fortnight. Fees must remain four (4) weeks in advance. Direct Debit accounts incur a direct debit administration fee of \$10.00 per billing cycle.

4. Hours of training: If gymnasts leave 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.

5. Ceasing at your request: If you decide not to continue, 4 weeks notice in writing must be given before the end of term. Failure to give notice will result in fees being payable for the following term.

6. Overdue accounts: If for some reason you are unable to pay our account on time, please apply to the Administration Manager to arrange a payment schedule. This application must be made before the fees due date and instalments must be made as per approved payment plan. A penalty fee of \$25 per month will be issued if instalments are not made by the agreed dates. **(4)** Please be aware that if your fees are not kept up to date, and no arrangement has been made with the Administration Management, your child's position in that class may be forfeited. If this occurs no refunds or credits will apply for the Membership package.

7. Refund of fees: Should an injury occur that prevents them from participating in class for 3 weeks or more, then a request for refund of fees, along with an appropriate medical certificate for the period, must be sent to the club management, at the commencement of the first week of missed lessons, for consideration. Administration fees will apply – 25% of the weekly fee.

8. Make up classes:

General Gym: A make up class may be available for your child if there is an available position in a class that is not at capacity and if an alternative class is available. Make-ups need to be taken within 4 weeks. Make ups can be booked online and each child will have a maximum of 10 per calendar year. Any additional make ups will incur a \$3.00 fee.

Competitive: Make up classes are not offered to Squad gymnasts as they should be attending each session offered for that program. If the instance arises where we are able to make up a class in a suitable class a fee of \$7.00 will apply each time

9. Events & Competitions: Members must be financial to participate in these events.

10. Cooling off period: A "new member" is a member who has never been a member of Gymfinity prior to commencing classes in that term. A new member may terminate their Gymfinity membership up to seven (7) days after they attend their first class at Gymfinity and will receive a refund of class fees only.

11. Gym Closure: In the event that the gym has a forced closure the following will apply-

- 3 day closure – No credit of fees will apply. Make up classes will apply for General Gym classes.
- 20-30 day closure – This will be dependant on where in the term this has happened. A credit will not apply for 2 weeks of missed lessons. Make up lessons will be offered.

Where there is a credit to be applied, due to closure, this will be against the subsequent invoice issued when we re-open. Credits will not be refunded.

