



SYDNEY HILLS GYMNASTICS

FEES POLICY

POLICY NAME: Sydney Hills Gymnastics Fees Policy
DATE OF ISSUE: March 2017
DATE OF REVIEW: January 2018
CONTROLLING BODY: Sydney Hills Gymnastics – Managing Director

1. STATEMENT OF COMMITMENT

Sydney Hills Gymnastics Club is committed to providing an up-to-date facility with the highest quality equipment and services. To achieve these objectives, the club must implement fees and charges for its services and facilities.

2. POLICY APPLICATION

This policy applies to the Sydney Hills Gymnastics Director, staff, volunteers and all users of the clubs facilities and classes.

3. POLICY COVERAGE

This policy serves to cover all fee development, invoicing, collection and receipting for Sydney Hills Gymnastics Club.

4. ROLES AND RESPONSIBILITIES

Managing Director

- Determine the fees for each calendar year.
- Determine the procedures for invoicing, collecting and receipting of the fees.
- Determine the procedures for collecting overdue fees.

General Manager

- Ensure all staff is following the correct procedures.
- Handle any disagreements, arguments and complaints associated with fees, payments and refunds.
- Approve all refunds.

Staff & Volunteers

- Write and send invoices.
- Collect and receipt fees.
- Provide up-to-date records of received and outstanding fees and payments.

Members

- Responsible for payment of all fees owed to Sydney Hills Gymnastics Club as per the rules outlined in this policy.

5. POLICY RULES, BREACHES AND CONSEQUENCES

DETERMINING THE FEES

The Managing Director will undertake a review of all fees charged by the club when determining the annual financial budget for the year ahead. Factors that must be considered are:

- Viability of classes offered.
- Range of activities available to the public.
- Insurances and affiliation.
- Employment and wages.
- Operational costs.
- Maintenance and upgrades to current facilities.

The fees for the forthcoming year will be distributed to the members each November.

ACCOUNTS

There are 2 identified account groups that utilise the clubs facilities. Invoicing is determined according to these groups.

- *Members*

Members fall into category for invoicing – term accounts.

- Term Accounts are those members who participate in classes on regular basis.

All members must pay the Gymnastics New South Wales Affiliation Fee relevant to their type of membership.

- *General Community*

This covers all other community groups, sporting bodies and gymnastics clubs wishing to hire the clubs facilities and/or coaches.

Birthday party groups are general community too.

INVOICING

All invoicing will be completed by the clubs administrators. Invoices are to be emailed in the to each member. All Recreational participants will pay fees based on fee schedule at the reception by card or cash or over the phone with the card . Invoice will be raised as the payment for a term period completed

- *Term Accounts*

- Fees must be paid at re-enrolment, enrolment in full before commencement of the 1st week of each school term for all continuing participants, and by the end of 1st week of participation for all new members.
- A pro rata is charged only for new participants in the term.
- Participation in a school holiday program will incur a separate fee.

- *Gymnastics New South Wales Affiliation Fee*

- This fee will appear on the 1st invoice a member receives each year.

- *General Community Accounts*

- Invoices will be issued upon completion of the event/contract, unless otherwise determined by the Director.

PAYMENT

- Payment of fees may be by cash, eftpos, direct debit or credit card. This will be different for the different groups of the members. Receipts will be issued immediately following payment.
- Term fees for competitive programs must be paid with three equal instalments throughout the term with the gap of three weeks between payments. The last instalment of the term invoice must be paid by the end of the 9th week of the term.
- General Community accounts are to be paid within 30 days of the date of the invoice unless it is casual visit. Casual Visits fees should be paid same day of visiting or in advance.

LATE/OVERDUE FEES

- All overdue fees will incur an 10% surcharge.
- A reminder notice will be issued to all members with overdue fees.
- If payment is not forthcoming after the issue of this notice, a phone call from the clubs General Manager will be made. Any further participation in classes at the club will cease until fees are paid in full.
- Any fees outstanding for 60 days will result in the cancellation of membership and the employment of a collection agency.
- No gymnast will be allowed to participate in training or competition whilst fees are outstanding, unless a payment plan has been negotiated.
- The clubs General Manager can be contacted to discuss payment plans if required.

REFUNDS

Non-attendance does not qualify for a refund or credit.

- **Cancellation**
 - If a class is cancelled by the club, a make-up class will be offered. If the make-up class cannot be held, a pro rata adjusted credit of term fees will be made to your account.
- **Illness**
 - Credit or refund may be applied for in writing to the General Manager if illness extends 2 or more weeks. Clarification : *If your child is seriously sick or has had an injury (not planned surgeries etc.) as a result can not attend any trainings by medical advise for more then 2 weeks straight you may supply medical certificate then fee-break will be allowed, minus one week of the period not attending.*
 - such claim must be accompanied by a medical certificate.
- **Injury**
 - Credit or refund may be applied for in writing to the General Manager if injury extends 2 or more weeks. Any such claim must be accompanied by a medical certificate. Clarification : *If your child is seriously sick or has had an injury (not planned surgeries etc.) as a result can not attend any trainings by medical advise for more then 2 weeks straight you may supply medical certificate then fee-break will be allowed, minus one week of the period not attending.*
 - *Also we are advising any competitive athlete who is with minor or immobilised injury an amended training schedule for those weeks affected by injury will be implemented to maintain their physical strength and flexibility within appropriate level. Coach can modify training to achieve the best result.*
- **Family Holidays**
 - Inability to attend due to holidays being taken during scheduled class times will not entitle the family to a refund or credit at any time.
- **Ceasing at our Request**
 - If the club discontinues a program, withdraws a position or requests a member be removed from a program, the members' account will be given a pro rata adjusted credit or refund for the balance of fees.
- **Voluntary Withdrawal**
 - Should the member decide not to continue to the end of term, the member will incur a 2 week cancellation period from the date of notifying the club administration. Gymnastics New South Wales Affiliation is non-refundable.
- **Suspension**
 - Absence due to suspension as a disciplinary measure will not entitle the member to any refund or credit as a position in the class is being held for that person whilst on suspension. Should the member withdraw from the program during a period of suspension, the usual Voluntary Withdrawal Policy will apply (see above).
- **Clothing and Merchandise**

- No refunds or credit will be given for merchandise or clothing purchased in the club. However, exchanges may be made within a 14 day period if goods are damaged or are the incorrect size.

6. CONFIDENTIALITY AND REPORTING

The Sydney Hills Gymnastics management and administration responsible for implementing this policy will keep confidential the names and details of all members and their payments unless disclosure is necessary for entry to competitions, insurance purposes, by Gymnastics NSW, or as part of the disciplinary or corrective process in the event of a breach of policy.

A report of all received and outstanding fees will be completed by the club administrators at the end of each term/month and provided to the General Manager for review.