



SYDNEY HILLS GYMNASTICS

## FEES POLICY

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**POLICY NAME:** Sydney Hills Gymnastics Fees Policy  
**DATE OF ISSUE:** November 2024  
**DATE OF REVIEW:** October 2025  
**CONTROLLING BODY:** Sydney Hills Gymnastics – Managing Director

### 1. STATEMENT OF COMMITMENT

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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

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This policy applies to the Sydney Hills Gymnastics Director, staff, volunteers and all users of the club's facilities and classes. Applies from the 1st January 2025

### 3. POLICY COVERAGE

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

### 4. ROLES AND RESPONSIBILITIES

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#### Managing Director

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

#### General Manager

- Ensure all staff are following the correct procedures.
- Handle any disagreements, disputes or 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**

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### **DETERMINING THE FEES**

The Managing Director will undertake a review of all fees charged by the club. 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/ school term may be distributed to the members each November or at least a month prior to change if changed thought the calendar year.

### **ACCOUNTS**

There are two identified account groups that utilise the club's facilities. Charges are determined according to these groups.

- *Members*

Members fall into category for charges raised on the term accounts.

- Term Accounts are those members who participate in competitive programs squads on a regular basis.
- Recreational program members pay by fee schedule and charges raised in the last week of the previous term, or during school holidays prior to term start.

All members must pay the Gymnastics Australia/ Gymnastics New South Wales Fee relevant to their membership fees and club annual memberships fees.

Annual Australia/Gymnastics NSW club membership fees and annual membership fees are calendar year based.

- *General Community*

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

Birthday party groups are considered as general community.

### **CHARGES**

All charges will be completed by the club's administrators. Charges are raised to the family account and emailed to each member.

- All Recreational participants will pay fees based on fee schedule and according to raised charges to their family account. Payments can be done at the reception by card or cash, over the phone with a credit card, via a bank transfer or via Customer Portal. Charges will be raised on the last week of the previous term or during school holidays prior to term start and will be due on the second Monday of the term.
- *Term Accounts (competitive program squads participants)*
  - Fees must be paid before the due date of each school term for all continuing participants, and by the end of first week of participation for all new members. Due date is to be 30 days from the date charges were raised on the account.
  - Club will be committed to raising changes for coaching fees before the end of the second week of each school Term.
  - Only new participants joining mid-term will be charged on a pro rata basis
  - Participation in extra weeks/days of a school holiday training program will incur a separate fee.

- By attending the scheduled training sessions, families accept all the terms and conditions stipulated within the “Competitive Program Rules and Regulations”, also included in the current fee policy.
- Competitive Program participants are charged a fee calculated on a yearly basis for the provided program which is then divided into 4 equal payments.
- Administration charges Term Accounts holders according to the Fee Schedule for the year in which participant participated in the program.
- The amount charged for coaching fees is a complete yearly payment irrespective of any changes made to training days, cancellations due to coaches sickness, or preparation for events requiring athletes to have a rest/recovery day prior or post event. The fee payable for the year secures a squad place and will not be reduced for missed training days. Note: During prolonged (in excess of 3 days) annual leave of a regular coach, the club will provide a substitute session during the absence, or substitute those training sessions with an extra week of holiday training.
- Yearly fee covers 44 weeks per year.
- Gymnastics Australia/ Gymnastics NSW Annual Membership Fee
- Above mentioned membership charges will appear on the family account first each year, regardless of which month of the year the participant joins. This includes annual club membership fees.
- **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 or credit card, bank transfer or via Customer Portal. Receipts will be issued via email immediately following payment.
- Term fees for competitive programs must be paid by the due date. The regular practice is that invoices will be issued in the second week of the term with a due date 30 days from the charge date.
- General Community accounts are to be paid on “cash on delivery” basis. Casual Visits fees should be paid on the same day of visiting or in advance.

#### **LATE/OVERDUE FEES**

- A reminder notice will be issued to all members with overdue fees Via email or phone call/text.
- If payment is not forthcoming after the issue of this notice, another phone call from the club’s administration staff 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.
- No gymnast will be allowed to participate in training or competition whilst fees are outstanding, unless a payment plan has been negotiated.
- The club’s General Manager can be contacted to discuss payment plans if required.

#### **REFUNDS**

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

- *Rule for cancellation of recreational program classes only.*
  - 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 two or more weeks. Clarification: *If your child is seriously sick or has had an injury (not planned surgeries etc.) as a result cannot attend any trainings by medical advice for more than two weeks straight you may supply medical certificate then a 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 two 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.) and as a result cannot attend any training by medical advice for more than two weeks straight you may supply medical certificate then fee-break will be allowed, minus one week of the period not attending.*

- *Also for any competitive athlete who has a minor or immobilised injury, an amended training schedule will be implemented for those weeks affected by injury to maintain their physical strength and flexibility to an 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 two-week cancellation period from the date of notifying the club administration in writing. A pro rata adjusted credit of term fees will be made to your account or a refund of balance will be issued. Gymnastics Australia/New South Wales and club membership fees 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**

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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.