

FEE AND REFUND POLICY

Policy Name:	Fee and Refund Policy
Date of Approval:	21/09/2023
Policy Coverage:	Membership Fees
Date of Review:	21/09/2024

PEARL COAST GYMNASTICS CLUB – FEE AND REFUND POLICY

INTRODUCTION

Pearl Coast Gymnastics Club is committed to working responsibly and ethically and all club policies and procedures will reflect this. A refund policy is part of good customer service. This Policy outlines circumstances in which a refund will be made and if any charges are to be deducted.

DEFINITION

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; and or
- aren't as they were described.

Executives refers to the President, Vice President, Head Coach

POLICY APPLICATION

This policy applies to all services provided by Pearl Coast Gymnastics Club as part of its' daily business operations, undertaken by Executives and/or employees, in their dealings with customers, members and suppliers.

Adoption of this policy will ensure Pearl Coast Gymnastics Club will continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

POLICY COVERAGE

All activities undertaken by Pearl Coast Gymnastics Club as part of its day-to-day operations including conduct of competitions, events, daily gymnastics lessons, additional programs (i.e. Holiday Programs, Babysitting functions, Ninja Nights, Pay as You Go classes) and related customer services are incorporated.

PRINCIPLES

Pearl Coast Gymnastics Club's Refund Policy is characterised by reliance on a number of principles. Adherence to these principles will ensure open and honest communication about our services with our customers, members and suppliers.

These principles include:

- Communicating in plain language to ensure information on our services is clear, accurate and easily understood;
- Ensuring our commitment to providing quality services is implemented by all staff;
- Responding promptly to any concerns with respect to the non-delivery of agreed services;
- Providing an efficient, fair and consistent handling process; and
- Actively encouraging and responding to feedback from our customers, members and suppliers.

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REFUND RULES

All gymnastics classes and annual Club/Governing body registration fees are to be paid in full upon registration. Pearl Coast Gymnastics Club does not hold places without paid registration. Registration cancellations will only be accepted in writing, via email, facsimile or post.

Pearl Coast Gymnastics Club does not refund Membership fees except in special circumstances. Refunds may be considered for technical problems associated with the payment of fees. Consideration for a refund must be made in writing to Pearl Coast Gymnastics Club by e-mail to admin@pearlcoastgymnastics.com.au. A decision to offer a refund will be at the discretion of Pearl Coast Gymnastics Club staff and/or Executives.

Refunds will usually be made within 14 days of receiving the refund request. Refunds will be paid in the same tender type as the original payment and in Australian dollars (AU\$).

To provide a refund, Pearl Coast Gymnastics Club requires the following:

- Receipt/Proof of Payment
 - o This can be a bank statement, or receipt provided from your financial institution
- Medical Certificate (if applicable)
- Other evidence (if applicable)
- Original method of payment and/or original card used to make the transaction

The following additional rules will apply:

- Non-attendance at training sessions does not qualify a customer or member for a refund, transfer, credit or exchange against fees paid, or any unpaid fees;
- 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; and
- Make-up classes can be arranged for unscheduled cancellations by Pearl Coast Gymnastics Club and will be communicated to you as soon as possible. Non-attendance at an arranged makeup class does not qualify a customer or member for a refund, transfer, credit or exchange.
- Members who are unable to attend an event due to extenuating circumstances (i.e. family death, major illness, etc) may write to Pearl Coast Gymnastics Club, and with written evidence may be eligible for a full refund, regardless of notice;

FEE RULES AND REQUIREMENTS

1. Payment Deadline

All fees associated with Pearl Coast Gymnastics Club must be paid in full by the end of Week 1 of each term, on the last scheduled day of gymnastics for that week.

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2. Payment Methods

Members can make payments through the MYOB Online Payment Link (credit card/debit card), or via bank transfer to the listed details on your invoice. Make sure to include your family name as reference, and/or the invoice number.

3. Unpaid Fees

If fees are not paid by the stipulated deadline:

A first reminder will be sent on the day after the stipulated deadline, if possible.

After the initial reminder is sent, Pearl Coast Gymnastics Club expects a receipt/proof of payment to be sent to admin@pearlcoastgymnastics.com.au to avoid the delays of bank processing and software processing times. Payment Plans can still be requested after the first reminder.

If the fees remain unpaid by at least 72hrs after the first reminder was sent a second reminder will be sent to the nominated email address. Once the second reminder has been sent, members/customers are not eligible to apply for a payment plan. This reminder will include the final payment deadline, generally 48hrs after the second reminder is sent. If Pearl Coast Gymnastics Club has still not received full payment, or the otherwise arranged amount, Pearl Coast Gymnastics Club will immediately issue a Notice of Suspension for the unpaid member.

4. Suspension for Non-Payment

If the fees remain unpaid after the final deadline specified in the second reminder:

The member will be suspended from all club activities, including training sessions, competitions, and any other club-related events, including but not limited to Holiday Programs, Babysitting Programs, Ninja Nights, End of Year Performances.

The suspension will remain in effect until the outstanding fees are paid in full.

Once payment is received, the suspension will be lifted, and the member can resume their activities with the club.

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5. Reinstatement

Members who have been suspended for non-payment and wish to rejoin after settling their fees may be required to meet with the club's administration and/or committee to discuss the reasons for the delay and ensure future commitment to timely payments.

6. Queries & Concerns

If a member has any concerns or queries regarding their fees or the payment process, they are encouraged to contact the club's administration as soon as possible. We are committed to understanding our members' individual circumstances and will do our best to assist wherever possible.

7. Payment Plans

Pearl Coast Gymnastics Club understands some families and/or members may experience financial hardship or unexpected expenses which prevent you from making full payment by the stipulated deadline. In order to avoid suspensions, such members can submit a Payment Plan Request form available on our website, PCGC Parent Portal and on request from our Administration Staff. On this form members will be required to provide their desired schedule for payment of their fees/balance, and on approval from our Administration Team, will not be subject to suspensions or reminders as per section 3 and 4.

Payment plans are at the discretion of our administration and/or executives, decisions take into account:

- Previous contribution to the club
- Previous financial history with the club, and average days to pay
- Previous and/or Current outstanding balances
- Amount of athletes enrolled and being charged for
- Reliability of communication
- Previous payment plans and their outcomes

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ROLES AND RESPONSIBILITIES

Executives

- Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints;
- Actively promote the Clubs Refund policy to all staff, customers and suppliers;
- Ensure the key information in the Policy is added to Membership forms or other relevant documents;
- 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;
- Respond promptly to any concerns with respect to the non-delivery of agreed services in-line with the Club's refund policy; and
- Devise and implement strategies to address any on-going issues that result in the non-delivery of agreed services.

Staff

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

Customers/Suppliers

- Report the non-delivery of services to an Executive within a reasonable time; and
- Provide details on the services not received and or proof of purchase

ADDITIONS AND CHANGES TO POLICY

Recommended changes to this policy may be submitted Pearl Coast Gymnastics Club's Executives and/or committee for consideration at any time. Should changes be accepted, the policy will be updated, dated and circulated to all relevant stakeholders.

Pearl Coast Gymnastics Club is committed to ensuring all policies are up-to-date and reflect current times, therefore reviews are undertaken annually. The next review date is detailed at the beginning of each policy.

CONFIDENTIALITY AND REPORTING

Pearl Coast Gymnastics Club administration is responsible for implementing this Policy and will work within the legal requirements of the Privacy Act 1988.