

Aspire Gymnastics 2795

FEES POLICY

POLICY NAME:	Aspire Gymnastics Fees Policy
DATE OF ISSUE:	Dec 2016
DATE OF REVIEW:	Dec 2017
CONTROLLING BODY:	Aspire Gymnastics - Board of Management

1. STATEMENT OF COMMITMENT

Aspire 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 Aspire Gymnastics Board of Management, staff, volunteers and all users of the club's facilities and classes.

3. POLICY COVERAGE

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

4. ROLES AND RESPONSIBILITIES

General Manager

- 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.
- Handle any disagreements, arguments and complaints associated with fees, payments and refunds.
- Approve all refunds.
- Write and email invoices/fee details.
- Collect, and Provide up-to-date records of received and outstanding fees and payments.

Members

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

5. POLICY RULES, BREACHES AND CONSEQUENCES

DETERMINING THE FEES

The Manager 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 prior to term 1 commencing.

ACCOUNTS

There are 2 account groups that utilise the club's facilities.

- *Members*

Members fall into 1 category for invoicing – term accounts.

- Term Accounts are for all members who participate the same class/es each week.

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 club's facilities and/or coaches.

INVOICING

All invoicing will be completed by the club's administrator. Fees details are emailed to each member using the email address provided on the enrolment form.

- *Term Accounts*
 - Invoicing will be completed prior to the commencement of the 1st week of each school term for all continuing participants and before week 8 for all new members.
 - A full term is charged when the member commences within the 1st 3 weeks of the term. A pro rata fee is charged thereafter.
 - Participation in private lessons, workshops and school holiday programs will incur a separate fee.
- *Gymnastics New South Wales Affiliation Fee*
 - This fee will appear on the 1st invoice a member receives each year and is due when providing an enrolment form to the club.
- *General Community Accounts*
 - Invoices will be issued upon completion of the event/contract, unless otherwise determined by the Board of Management.

PAYMENT

- Payment of fees may be by cash, cheque or direct transfer.
- Term fees are to be paid within 14 days of receiving the fee information- either from the manager in person or email.
- General Community accounts are to be paid within 30 days of the date of the invoice.
- If a cheque is dishonoured, all bank charges will be added to the members' account and the total must be paid in cash.
- If cheques are dishonoured 3 times, fee payments will be accepted in cash only.

LATE/OVERDUE Registration & Term Fees

- By completing a registration form, members are agreeing to pay the registration and term fees on time.
- All overdue fees will incur an 10% surcharge.
- A reminder email will be issued to all members with overdue fees stated.
- If payment is not forthcoming after the issue of this notice, a second email 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 and the costs incurred by Aspire Gymnastics in doing this will be passed on in the form of additional fees. In addition, registration transfer to any other gymnastics club in Australia will be refused until all fees are paid in full.
- 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.
- Gymnasts who still have term fees outstanding from the previous term will not be permitted to re-enroll, and will lose their position in the class.

REFUNDS

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

Cancellation

- If a class is cancelled by the club, a make-up class may 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 of the term. Any 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. The athlete will need to pass a fitness test by their coach, prior to returning to training.

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.
- If a member does not contact the club, they are still owing of any outstanding fees at the club.
- Gymnastics New South Wales Affiliation (Membership fee) 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.

Natural Disasters

- Credit or Refunds will not be given in the event of a Natural Disaster (eg Flood, Storm, Fire etc).

Hot Weather

- In the case of extreme hot weather that is over 40 degrees inside the gym, the safety of gymnasts and coaches is paramount, therefore classes will be cancelled. There will be no credit or refund available.

6. CONFIDENTIALITY AND REPORTING

The Aspire 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.