



Policy Document

Fees and Payment Policy

Policy Purpose Scope

The purpose of this policy is to outline the terms and conditions for payment of fees and other expenses associated with any services delivered or facilitated by BTYC Gymnastics. This includes, but is not limited to, all gymnastics classes (both term-time and during the school holidays) any expenses associated with internal and/or external gymnastics competitions, apparel and training equipment.

This policy applies to all current and future members of BTYC Gymnastics who are enrolled in or participate in gymnastics activities.

This policy also applies to any family members, or other person(s) responsible for payments relating to the member's gymnastics activities.

Content

All members of BTYC Gymnastics are required to enrol in classes via customer portal. Among other things, the enrolment process includes an agreement to abide by the provisions set out in the Fees and Payments policy.

Fees

All members are invoiced monthly for fees for gymnastics classes and competitions. Fees are invoiced on 15th of each month and are payable within 14 days.

The first month invoice also includes the annual Member Registration fee, which includes Gymnastics Australia's Registration and Insurance levy. The full Registration fee is applicable for the first half of the year but reduces in the third and fourth term.

Fees – Gymstar, Cheerleading, Kindergym, Recreational, Aerobics, Trampoline and Tumbling Programs

Fees are calculated based on an hourly rate and the number of weeks in the month (excluding public holidays and school holidays). If a member decides to enrol in an additional program, the fees for the additional classes will be invoiced on an hourly rate according to the program.

14-day payment terms apply to invoices

Fees – Squad Programs (MAG and WAG)

Athletes that have accepted a position in a squad are invoiced an hourly rate based on the number of hours trained each week. The hourly rate reduces as the number of hours trained increases. This is to take into account the high number of hours that squads are expected to train. The fees are calculated as an annual figure and divided equally between 11 months. (February - December) ie Hourly rate x No Hours per week x Total No. Weeks per year divided by 11 months.

If an athlete increases or decreases their weekly hours, their Monthly Charge will be adjusted accordingly.

ADJUSTMENTS to fees will be made for changes in individual hours by squad members only at the discretion of the Program Manager. Make-up classes sessions will be scheduled during the school holidays by the Program Manager.

Given that fees are subject to change, members will be provided with 30 days' notice of any fee changes.

14-day payment terms apply to all squad invoices.

Fees –Adult classes

Bookings and payment for Adult classes are made through the customer portal. Click on camps to select the correct CAMP. Payment is made at the time of booking. The annual registration fee is invoiced after the first class and payment is due by the second class.

New Members to BTYC (one off)

New member to BTYC are supported by our BTYC 21 Day Moneyback Guarantee Promise in their first 3 weeks of classes. Should you request to cancel for any reason within the first 3 weeks (21 days) of your first term at BTYC, we will refund all of your fees in full. BTYC must be notified within the 21 days if a cancellation is requested.

Refunds / Adjustments

Refunds / adjustments will only be made under the following circumstances:

Medical reasons – refunds or credits may be provided upon production of a valid medical certificate where the injury or illness prevents class attendance for three consecutive sessions or greater. The credit refund can cover up to a maximum of 10 weeks with a medical certificate listing the dates to be covered.

During this period the child's place in the class will be held. After 10 weeks, if the child is not cleared to return with a medical certificate, they will be placed on a priority wait list for the selected class.

A Refund / Credit Request form (see Attachment 1) must be completed and submitted to the Program Manager for approval within 4 weeks of injury or illness occurring.

There will be no refunds/credits issued for athlete absences due to holidays / school camps etc.

Events at BTYC – where BTYC Gymnastics host an event which falls during normal training hours, alternative training times (which may include alternative training venues) will be arranged for squad members. For non-squad members, a credit will be applied to the appropriate invoice for that period or, if not known in advance, to the following monthly invoice.

Program Cancellations (Kindergym, Trampoline, Tumbling & Recreational classes) – if a member decides to discontinue classes, 14 days written notice must be provided. Upon receipt of a completed Refund / Credit Request form, the appropriate refund / credit will be processed.

Program Cancellations (Squads) – in the event that a squad athlete decides to discontinue training in their squad, four weeks' notice must be given. Written notice must be provided to the relevant Program Manager

Competition Fees – if an athlete withdraws from a competition, a refund will only be issued upon production of a valid medical certificate and completion of a Refund / Credit Request form.

Events out of the direct control of BTYC Gymnastics

Invoices will not be amended for events that are outside the direct control of BTYC Gymnastics (for example, if the Manningham DISC is used as an Emergency Bushfire Relief Centre or there is a power outage at the venue). In this instance, every endeavour will be made to provide a make-up class during the term or school holiday period for any sessions where the gym is unable to operate.

Policy Breaches and Consequences

Members are required to adhere to the terms and conditions outlined on the payment invoices issued to them. In the event that this does not occur, the following process will be applied:

Overdue fees in excess of 90 days for active members

Where any fees remain unpaid for 90 days or an account has reached \$1000 debt, a written notice will be sent stating that unless your outstanding fees are settled in full in 7 days, you will not be allowed to participate in classes or compete for BTYC

Members with outstanding fees will not be permitted to compete at competitions until such time that fees have been paid.

Overdue fees in excess of 90 days for non-active members

Where any fees remain unpaid for 90 days or an account has reached \$1000 debt, your details will be passed onto a third party for debt collection. In the event that your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs.

If fees are outstanding and a request to transfer to another club is received, the transfer will be denied until all fees are paid in full.

Policy Changes

BTYC Gymnastics will provide members with written notice of any changes to this policy.

Confidentiality & Privacy

BTYC Gymnastics will adhere to the relevant Privacy regulations when collecting and managing member's data.

Related Documents

The following document is referred to in this policy:

Attachment 1 – Refund / Credit Request form



REFUND / CREDIT REQUEST FORM

Policy Reference: BTYC01 - Fees & Payments

Please note – the person responsible for the member’s account must complete Section 1, 2 & 3 of this form.
Please submit your request for approval by email (accounts@btycgymnastics.org.au) or at the front office.

SECTION 1: MEMBER INFORMATION

Last Name:	First Name:	
Street address:	Suburb:	Post Code:
Home Phone:	Mobile Phone:	
Person responsible for the account:		

SECTION 2: REASON FOR REFUND / CREDIT REQUEST

With reference to BTYC01 Fees & Payment Policy, I would like to request the following refund / credit:

Note: if the refund / credit is requested for medical reasons, please attach a copy of a medical certificate for the relevant period.

Parent / Guardian’s Signature _____ Date: ____ / ____ / ____

SECTION 3: CREDIT / REFUND PAYMENT OPTION

<input type="checkbox"/> CREDIT APPLIED TO MEMBER ACCOUNT Name of Account: _____	<input type="checkbox"/> DIRECT DEPOSIT IN TO BANK ACCOUNT BSB No: _____ Acc. No: _____ Account Name: _____
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OFFICE USE ONLY

SECTION 4: AUTHORISATION

PROGRAM: MAG / WAG / TRP/TUM / GYMSTAR / KINDERGYM / REC / ADULT / OTHER APPROVED: <input type="checkbox"/> YES <input type="checkbox"/> NO PROGRAM MANAGER NAME: _____ SIGNED: _____ DATE: ____ / ____ / ____	TOTAL CREDIT / REFUND AMOUNT (INCL. GST) \$ _____ <input type="checkbox"/> Credit / Refund applied Date Processed ____ / ____ / ____ COMMENTS / FOLLOW UP ACTION REQUIRED (if applicable): _____ _____ _____
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