

MODULE 07 – FEES POLICY

1. STATEMENT OF COMMITMENT

Swan Districts Gymnastics is committed to working responsibly and ethically within the legal and regulatory environment. To this end all Company policies and procedures will reflect, and we will act and make decisions in accordance, with this commitment to Fair Trading. Swan Districts Gymnastics Fee Policy is in accordance with the Trade Practices Act 1989.

2. DEFINITION

Registration and Insurance payment comprises of GA Insurance, GWA membership and Club membership

Payment cycle refers to the payment schedule invoices are delivered depending on squad placement all payments are due in advance. Whether it be instalment or term billing cycle.

Instalment billing cycle refers to a bill smoothing system, gymnasts are billed the same monthly amount for 12 instalments built into the bill smoothing allows for non-training weeks and public holidays as per squad calendar.

Term Billing (Recreation Only) refers to a term amount usually a 10-week term based on the school terms. Via Iclass pro parent portal.

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; &
- aren't as they were described.

Cancellation refers to written notification given (in advance) 1 Full Calendar month of intention to cancel placement

3. POLICY APPLICATION

This policy applies to all services provided by Swan Districts Gymnastics as part of its' daily business operations, undertaken by Management and/or employees, in their dealings with customers and suppliers.

Adoption of this policy will ensure Swan Districts Gymnastics can continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

4. POLICY COVERAGE

All activities undertaken by Swan Districts Gymnastics as part of its day-to-day operations including conduct of competitions, events, daily gymnastics lessons and related customer services are incorporated.

5. PRINCIPLES

Swan Districts Gymnastics Fees 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 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; &
- Actively encouraging and responding to feedback from our customers and suppliers.

6. PAYMENT RULES

The following rules will apply:

- All Gymnasts - Registration payment must be by the 1st January or made within the first 2 weeks of training sessions if joining squad partway through the season.
- Squad - All training fees must be paid in advance...
- Squad - Failure to pay in advance may jeopardise placement and gymnast may also be unable to participate in sessions until payment has been received.
- Any outstanding fees Swan Districts Gymnastics reserves the right to refuse transfer to another club until all payments are finalized.
- A late fee of \$20 will be applied to any OVERDUE invoice.

7. REFUND / CREDIT RULES

The following rules will apply:

- Non-attendance at general Squad training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid. Pre-payment of lesson fees and annual Gymnastics WA registration fees, are a requirement to ensure a class position is available.
- 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 Gymnastics WA 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.
- Make-up classes/credit can be arranged for genuine ongoing illness and/or special circumstances. However, notification of absence must be given prior to the customer missing the start of their normal training session.
- Medical certificates – to gain a credit a Doctor's certificate for more than 1 week in duration and or other documentation must be presented when making this request. Any medical certificate for more than 1 month must have the gymnast back working

in the gym on a modified program for any credits to apply. Notification of absence must be given prior to the customer missing the start of their normal training session.

- Make up classes, must be applied for in our recreation program a maximum of 4 per calendar year (1 per term) with a 30 day expiry to be used for genuine illness or special circumstance.

8. CANCELLATION RULES

The following rules will apply:

- Notification must be made in writing 1 calendar month in advance
- Outstanding fees / monies must be settled on or before last training day
- Failure to notify in advance may incur next instalment of billing cycle or part of next instalment billing cycle.

9. ROLES AND RESPONSIBILITIES

Club Owner / Administrator

1. Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints
2. Actively promote the Company's Refund policy to all staff, customers and suppliers, via the Company's Refund Policy Statement
3. 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
4. Respond promptly to any concerns with respect to the non-delivery of agreed services in-line with the Company's refund policy
5. Devise and implement strategies to address any on-going issues that result in the non-delivery of agreed services

Staff

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

Customers/Suppliers

1. Report the non-delivery of services to club owner within a reasonable time
2. Provide details on the services not received and proof of purchase

10. POLICY BREACHES AND CONSEQUENCES

Swan Districts Gymnastics undertakes to deal with any complaints of a breach of the Fees Policy promptly, seriously, sensitively and confidentially. At any stage, it is the prerogative of the complainant to proceed with, or dissolve, a complaint. A breach should be formally reported to the Club Owner for attention and the Club Owner will be empowered to address any breach.

11. CONFIDENTIALITY AND REPORTING

Swan Districts Gymnastics administration responsible for implementing this Policy will keep confidential the names and details relating to execution of the policy and complaints, unless disclosure is:

- (a) necessary as part of the disciplinary or corrective process; and/or
- (b) required by law.

SDG Squad Information for Parents

- Gymnasts assessed
- Athlete development team place gymnast in optimum squad for skill level
- Email sent to inform parent/gymnasts of placement
(Email will outline all training days times and costs)

If you choose to accept

- Fill out and return enrolment form and declaration. Pay 1st instalment on commencement.
- SDG provide "Bill smoothing" once you sign up gymnasts automatically generate an invoice.
- Bill smoothing -12 instalment bill cycle payable in advance on the 1st of every month. Squad gymnasts train for 40 to 46 weeks of the year (depending on Squad) however billing is smoothed over the 52 weeks.
- You will be required to place a uniform order in March which includes training leo / Comp leo or / T-shirt and track suit
- **If you wish to cancel at anytime 1 calendar month notice must be received in writing.**
- **Failure to notify will incur next instalments charges or part term charges.**

It often takes a few weeks to settle into a training schedule so the first "bill" may be amended to reflect true training times. We ask that you are patient with us at this time and contact us immediately if your invoice appears to be in error.

If you choose decline optimum offer

- Please come and see Administration to work out an individual training option. We are flexible and understanding of others needs other options will be made available.
- Once a training plan has been arranged please fill out enrolment form and a billing cycle will be set up. (please see above)
- You will be required to place a uniform order

If you choose to decline all offers

- We run a very popular recreation and development program that is term by term.

Applicable to ALL Squad members

Billing Cycle runs 12 months of the year and is **payable on the 1st of every month in advance**. Invoices are sent on the 15th of every month.

Please note # Gymnasts will be unable to participate, compete in competition or represent SDG if their fees are not up to date. Competition entry cost are separate and vary for each event. All competitions must be booked and paid for via our iclass pro parent portal

Other costs include: Club Leo, Club tracksuit, club shirt (these are all compulsory)

How to get involved

We have a small but enthusiastic P&F that we encourage you to join or just be a part of their fulfilled events, busy bees and fundraising opportunities. Please see Stephen Powell for further information.

Version : 5

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Join our Parents and friends face book group / like Swan Districts Face book page or just browse our website to keep up to date with what's going on a SWANNIES