

### 1. Purpose of Policy

- 1.1. Eastern Gymnastics Club recognises the importance of the setting, payment/collection and refund of fees relating to the EGC membership, as well as to the financial viability of the club.

### 2. Definition of Coverage

- 2.1. This policy applies to all members of the club.

### 3. Terms and Holiday Training

- 3.1. Gym terms align with the school terms, and dates will be made available on the website and in the Club newsletters well in advance
- 3.2. All classes except Adult Gym classes are billed on a term by term basis
- 3.3. Competitive classes (MAG and WAG squads) will generally train during the second week of any school term holiday and typically the last two weeks of Christmas break. Holiday training will be notified in advance. Where holidays fall in competition season, squads may train both weeks of the holidays.

### 4. Public Holidays

- 4.1. No classes or Club activities will be held on Public Holidays
- 4.2. Public Holidays are not charged in the term fees.
- 4.3. Public Holidays are blacked out on the iClass Portal

### 5. Fee Structure and Payment

- 5.1. The fee structure will be reviewed at least annually at the October or November Committee meeting and may also be reviewed at any other time the committee deems necessary. This fee structure will include a family discount.
  - a) Fees will be calculated using an hourly rate corresponding to the average number of hours trained per week, multiplied by the total number of hours trained in that term.
- 5.2. Fees will be due by the end of the second week of term
  - a) All policies should be accepted through the customer portal prior to attending the first class.
  - b) Invoices will be provided to members on request. Up to date statements are available through the portal at all times
  - c) Payment of fees by members is due within two weeks of the start of term or of their joining date.
  - d) Members are welcome to approach the General Manager if a payment plan is required, that will be formalised writing.
  - e) Two weeks after the due date, members who have not paid their fees or made suitable arrangements with the office will be sent a reminder invoice.
  - f) Three weeks after the due date, any member who has not paid their fees or made suitable arrangements with the office will be emailed a warning.
  - g) Five weeks after the due date, the Club may enlist the services of a debt collection agency to collect fees from any member who has not paid their fees or made suitable arrangements with the office. The member will be denied access to their class and may lose their position to another gymnast. The member (or their parent as appropriate) will again be contacted personally.
- 5.3. In accordance with the transfer policies of Gymnastics Victoria and Gymnastics Australia, gymnasts transferring between clubs must pay all outstanding debts at their originating club before the transfer may be approved.
  - a) Gymnasts owing monies will not be permitted to transfer to another club until the debt is fully paid.

### 6. Partial Attendance

- 6.1. A term's fees serve to reserve a place for a gymnast in a given class, and apply regardless of attendance. As such:
- No refund is available for classes not attended. A make-up class token will be provided for all notified absences
  - Members joining a class mid-way through a term are billed on a pro-rata basis.
  - No credit will be applied for cancellations or non-attendance due to weather. For more information, see the Extreme Temperature Policy.
  - Pro-rata credit may be applied for absences of two or more weeks, or three or more classes, due to injury or illness, where the absence is supported by a medical certificate.
  - In all other cases, credit will be applied only where approved by the General Manager or Committee following a written request.

### 7. Payment Methods

- 7.1. The club will provide as many means of payment as are practical and financially viable to assist members to make prompt payment. These include: cash, cheque, credit card, EFTPOS and direct transfer. Office hours are typically 9.30am to 6pm weekdays and 9.30am to 5 pm on Saturday. When the office is closed, payments may be dropped into the Fee Box located between the two trophy cabinets in the main foyer.

### 8. Annual Registration

- 8.1. Annual Registration fees will be set by the Committee with the Fee Structure. This is an annual fee including registration with Gymnastics Victoria and personal injury insurance.

### 9. Adult Gym

- 9.1. Adult Gym classes are billed on a casual basis, with the first attendance being an introductory fee of \$10.
- 9.2. Each gymnast must, for every lesson after the introductory class:
- Be a registered Club member on the portal, having accepted all policies I and provided all required information.
  - Have pre-paid for the lesson; or purchased a punch pass at the class
- 9.3. Adult Gym fees will be decided upon as part of the fee structure.
- 9.4. Pre-purchased lessons expire at the end of the calendar year.

### 10. Alternative Arrangements

- 10.1. Any member may arrange a payment plan where they commit in writing to a number of smaller payments over a reasonable period of time. Such payment plan agreements may be accepted at the discretion of the General Manager.
- 10.2. A member who is experiencing circumstances which make payment difficult and for whom a payment plan would not be sufficiently helpful may apply to the Committee for special arrangements which could take the form of a temporary fee discount, deferral of fees to a later date or any other form the Committee deems appropriate. Such decisions will be made on a case by case basis according to the best interests of the Club and the member, bearing in mind the Club's Mission and Vision.