

# FEES PROCEDURE

**PROCEDURE NAME:** Sparta Gymnastics Fees Procedure

**DATE OF ISSUE:** January 2023

**DATE OF REVIEW:** January 2024

**CONTROLLING BODY:** Sparta Gymnastics – Managing Director

## STATEMENT OF COMMITMENT

Sparta Gymnastics 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.

## PROCEDURE APPLICATION

This procedure applies to the Sparta Gymnastics Director, staff, volunteers, and all users of the club's facilities and classes.

## PROCEDURE COVERAGE

This procedure serves to cover all fee development, invoicing, collection, and receipting for Sparta Gymnastics.

## ROLES AND RESPONSIBILITIES

### Managing Director

- 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.

### General Manager

- Ensure all staff is following the correct procedures.

- Handle any disagreements, arguments, and complaints associated with fees, payments, and refunds.
- Approve all refunds.

### **Staff & Volunteers**

- Write and send invoices.
- Collect and receipt fees.
- Provide up-to-date records of received and outstanding fees and payments.

### **Members**

- Responsible for payment of all fees owed to Sparta Gymnastics as per the rules outlined in this procedure.

## **PROCEDURE RULES, BREACHES, AND CONSEQUENCES**

### **DETERMINING THE FEES**

The Managing Director 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 December.

### **ACCOUNTS**

There are 2 identified account groups that utilise the club's facilities. Invoicing is determined according to these groups.

- **Members:** Members fall into category for invoicing – term accounts. Term Accounts are those members who participate in classes on a regular basis. Recreational program members pay by fee schedule and invoice raised after payment is complete.

- All members must pay the Gymnastics Victoria 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. Birthday party groups are general community too.

## **INVOICING**

All invoicing will be completed by the club's administrators. Invoices are to be emailed to each member. All Recreational participants will pay fees based on fee schedule via direct debit. Invoice will be raised as the payment for a term period is completed.

### **Term Accounts**

- Fees must be paid at re-enrolment, enrolment in full before the commencement of the 1st week of each school term for all continuing participants, and by the end of the 1st week of participation for all new members.
- A pro-rata is charged only for new participants in the term.
- Participation in a school holiday program will incur a separate fee.

### **Gymnastics Victoria Affiliation Fee**

This fee will appear on the 1st invoice a member receives each year and equals \$100 for all recreational and kindergym classes and \$120 for competitive programs.

### **General Community Accounts**

Invoices will be issued upon completion of the event/contract, unless otherwise determined by the Director.

### **Discount**

10% discount will be applied for any other class enrolment/sibling.

## **PAYMENT**

Payment of fees will be debited via direct debit. This will be different for the different groups of the members. Receipts will be issued immediately following payment.

**General Community accounts are to be paid within 7 days of the date of the invoice unless it is a casual visit.** Casual visit fees should be paid the same day of visiting or in advance.

All class fees include GST.

## LATE/OVERDUE FEES

All overdue fees will incur a \$10 surcharge. A reminder notice will be issued to all members with overdue fees. If payment is not forthcoming after the issue of this notice, a phone call from the club's 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 30 days will result in the cancellation of membership and the employment of a collection agency. No gymnast will be allowed to participate in training or competition whilst fees are outstanding, unless a payment plan has been negotiated. The club's General Manager can be contacted to discuss payment plans if required.

## REFUNDS

- Non-attendance does not qualify for a refund or credit.
- **Cancellation:** If a class is canceled by the club, a make-up class will be offered.
- **Illness and Injury:** Tuition discount may be applied in writing to the General Manager due to long-term injury or illness. Medical Certificate required.
- **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 member's 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 the term, the member will incur a 2-week cancellation period from the date of notifying the club administration in writing. A pro-rata adjusted credit of term fees will be made to your account. Credit will be valid till the end of the current calendar year. Gymnastics Victoria Affiliation 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 3-day period if goods are damaged or are the incorrect size.

## CONFIDENTIALITY AND REPORTING

The Sparta Gymnastics management and administration responsible for implementing this procedure 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 Victoria, or as part of the disciplinary or corrective process in the event of a breach of procedure.

A report of all received and outstanding fees will be completed by the club administrators at the end of each term/month and provided to the General Manager for review.

## BILLING POLICY

I hereby authorise Sparta Gymnastics to charge my nominated debit/credit card or bank account for goods and services provided by Sparta Gymnastics. I understand that two weeks' written notice is required to terminate billing and that I am responsible for payment whether my child attends classes until I notify this facility in writing to remove my child from classes.

I confirm that in purchasing goods and services from this facility that:

1. Any credit or bank account information I supply is valid and correct.
2. I will pay the tuitions and charges incurred by me at the posted prices, late payment fees and penalties, including but not limited to:
  - a. Bank Account Transaction fee of \$0.88 per transaction
  - b. Bank Account Rejection fee per failed or rejected transaction of \$5.50 per transaction
  - c. Credit/Debit Card Transaction fee of \$0.33 per transaction
  - d. Credit Card Rejection fee of \$0.33 per failed or rejected transaction
  - e. Visa/MasterCard calculated on transaction value 1.87%
  - f. AMEX calculated on transaction value 3.85%

I recognise that should my payment be declined, an additional \$10 administrative charge may be applied after 7 days and processed along with the original payment due and fees listed above. If payment has not been settled after the 7 days period, enrolment will be discontinued.

I acknowledge that should I dispute a charge through my financial institution, this may constitute a breach of contract possibly resulting in, but not limited to, penalties, additional fees, collection, legal action, and/or termination of any current and/or future services.

## BILLING CYCLE AND STATEMENTS

Sparta Gymnastics issues monthly statements on the 25th of each month for the upcoming month's classes. These statements are sent via email to the primary guardian. Payment for the classes is due on the 1st of the month and will be processed via direct debit.

**Billing Calculation:** Billing is determined by the actual number of classes held within a month. Different days have varying charges based on the number of occurrences in that month. Should a scheduled class be cancelled during the month (e.g., public holidays), the tuition will be adjusted accordingly.

**Direct Debit:** To complete enrollment, provide credit/debit card or bank account information through the Customer Portal. We will automatically debit your nominated account on the due date, processing payment for the upcoming month in advance. A failed transaction fee applies to bank accounts.

**Additional Charges and Payment:** Any extra costs incurred through participation, such as event fees or merchandise purchases, will be charged to your account if not settled by the due date.

**Alternative Payment Options:** Your card or bank account on file acts as a guarantee of payment. You can make payments before the processing date via the Customer Portal, in person (cash), or via bank transfer. Any remaining balance on the processing date will be charged to your card on file. If preferred, larger payments can be made to accumulate credit, which will offset future charges. Please contact our customer service team for further details.

**Non-Payment or Rejected Payments:** In the event of unsuccessful payment collection (due to bounce or card decline), we'll notify you via email. We will attempt reprocessing after five days. If payment continues to be unsuccessful, we'll contact you again. Failure to clear outstanding payments within 7 days will result in cancellation of enrollment, forfeiting your class position.

## TERMS AND CONDITIONS

1. **Membership, Registration, Insurance, and Equipment Levy:** The annual membership (recreational classes - \$100 and competitive programs - \$120), registration, insurance, and equipment levy are separate charges and are not included in the direct debit amount. The initial annual charge will be processed upfront before your child commences their class. Subsequent annual charges will be processed on the due date, unless a written notice of decision not to continue for the following year is received.
2. **Suspension/Cancellation of Payments:** Cancellation requires written notice. Upon receipt of cancellation notification, Sparta Gymnastics will respond via email confirming cancellation and any outstanding balance to be settled.
3. **Dispute:** If you believe there has been an error in debiting your account, please notify us immediately.
4. **Confidentiality:** Sparta Gymnastics will maintain the confidentiality of information in your Direct Debit request. Reasonable efforts will be made to secure and ensure that any employees or agents don't have access to this information and do not make any unauthorised use, modification, reproduction, or disclosure.
5. **Make-Up Policy:** To receive a make-up token, notice must be provided via our customer portal or app. Notifications of absence via phone or email are not accepted. Make-up tokens are issued when the requisite notice, at least one hour prior to the scheduled class, is provided. Tokens expire 365 days from the missed class date and must be booked through the customer portal or app. Bookings are subject to availability. Make-up lessons must be booked in the same level as the missed class. If the student moves to a new level, eligibility for make-up tokens moves to that new level. Make-up lessons cannot be exchanged for cash, credit, or other benefits and are only available to current clients.
6. **Sibling and Multiple Classes Discount:** A 10% discount applies for the second enrollment in multiple classes or programs. Additionally, a 10% discount applies for the second child enrolled in one of our programs.

By enrolling in Sparta Gymnastics programs, participants and guardians acknowledge that they have read, understood, and agreed to comply with these policies.