

## FEES POLICY

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<b>POLICY NAME:</b>	Bunnerong Gymnastics Fees Policy
<b>DATE OF ISSUE:</b>	2019 (Reviewed annually)
<b>DATE OF REVIEW:</b>	January 2022
<b>CONTROLLING BODY:</b>	Board of Management of the Association

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### STATEMENT OF COMMITMENT

Bunnerong 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.

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### POLICY APPLICATION

This policy applies to the Bunnerong Gymnastics Board of Management, staff, volunteers and all users of the club's facilities and classes.

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### POLICY COVERAGE

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

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### ROLES AND RESPONSIBILITIES

#### Board of Management of the Association

- 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.

## Office Manager

- Ensure all staff are 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 Bunnerong Gymnastics Club as per the rules outlined in this policy.
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## POLICY RULES, BREACHES & CONSEQUENCES

### DETERMINING THE FEES

The Board of Management of the Association 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.

### INVOICING

- All invoicing will be completed by the club's office.

### PAYMENT

- Payment of fees may be by cash, cheque, eftpos, or credit card. Receipts will be issued immediately following payment.
- Recreational Term Fees are due at time of booking. Competitive Term Fees are due by Week 3 of relevant term, or within 14 days of receiving 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 FEES

- All overdue fees will incur an 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 Office Manager/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.
- 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 Manager can be contacted to discuss payment plans if required.

## REFUNDS – Request must be made in writing.

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

- Cancellation
  - If a class is cancelled by the club, a make-up class will 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 Manager if illness extends 3 or more weeks. Any such claim must be accompanied by notification to the club of illness and a medical certificate.
- Injury
  - Credit or refund may be applied for in writing to the Manager if injury extends 3 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 or Inability to attend due to holidays being taken during scheduled class times will not entitle the family to a refund or credit unless the holiday extends 3 weeks.
- Ceasing at our Request 3 Bunnerong Gymnastics Fees Policy – July 2021
  - 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. Gymnastics New South Wales 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.

## CONFIDENTIALITY & REPORTING

The Bunnerong 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/month and provided to the Manager for review.