

ALTITUDE GYM SPORTS FEES POLICY



POLICY NAME: Altitude Gym Sports Fees Policy
DATE OF ISSUE: January 2022
DATE OF REVIEW: January 2023
CONTROLLING BODY: Altitude Gym Sports – Managing Director – Michelle Mason

1. STATEMENT OF COMMITMENT

Altitude Gym Sports 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.

2. POLICY APPLICATION

This policy applies to the Altitude Gym Sports Management, staff, volunteers and all users of the club's facilities and classes.

3. POLICY COVERAGE

This policy serves to cover all fee development, invoicing, collection and receipting for Altitude Gym Sports Club.

4. ROLES AND RESPONSIBILITIES

Management

- 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.
- Ensure all staff are following the correct procedures.
- Handle any disagreements, arguments and complaints associated with fees, and refunds, etc.
- Approve refunds.

Administration Staff

- Raise and distribute 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 Altitude Gym Sports Club as per the rules outlined in this policy.

5. POLICY RULES, BREACHES AND CONSEQUENCES

DETERMINING THE FEES

Management 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 annually.

ACCOUNTS

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

- *Members*

Members fall into 2 categories for invoicing – term accounts and monthly accounts.

- Term Accounts are those members who participate in term based classes – This includes, but is not limited to Kindergym, Mini-Gym, Gym-Fun, Gym-Mix, Gym-Skills, Tramp-Fun, Tramp-Skills, Acro-Fun, Acro-Skills, Team-Gym, Junior Acro, Advanced and Levels Tumbling, Levels Tramp, Free-G and Development
Please see appendix 1 – for a full policy on term fees.
- Monthly Accounts are those members who participate in Competitive classes that run over holiday periods. Squad Acro, Squad Tramp & Squad Tumbling.
Please see Appendix 2 – for a full policy on monthly fees.
- Monthly Accounts can also apply to adults attending Adult-gym. However adults may switch between paying termly, monthly and casually, on a month by month basis.
Please see Appendix 3 – for a full policy on Adults fees.

All members must pay the Gymnastics New South Wales Affiliation Fee relevant to their type of membership.

- *Non-members / General Community*

- This covers anyone participating in a trial class, a holiday program and all other community groups, sporting bodies and gymnastics clubs wishing to hire the clubs facilities.

INVOICING

All invoicing will be completed by Altitude administrators.

- *Term Accounts*
 - Invoicing will be completed the week prior to the commencement of the 1st week of each school term for all continuing participants and immediately after the trial class for all new members.
 - A full term is charged when the member indicates enrolment for the term. A pro rata fee is charged for mid-term enrolments.
 - Participation in a school holiday program will incur separate fees.
- *Monthly Accounts*
 - Invoices will be distributed at the start of each month and are due by the 15th of each month.
 - A late fee will be charged at \$5 per day for fees not paid on time.
 - Monthly accounts will usually be based on 4 weeks, however sometimes will be a 5 week billing month due to holidays etc.
 - All families of squad members will be given an opportunity to nominate when they will train in the holidays, and a cut-off date will be given. If a family does not indicate their availability then the full holiday fees will be charged.
- *Gymnastics New South Wales / GA Insurance / Registration-Club Member Fee*
 - This fee will appear on the 1st invoice a member receives each year.
- *General Community Accounts*
 - Invoices will be issued upon completion of the event/contract, unless otherwise determined by Management.

FEE PAYMENT

- Term fees are to be paid on or before the first day of class in that Term.
- A \$5 late fee may be added to accounts for fees not paid on time.
 - Payment of fees should be electronic, where possible using the invoice number as the reference.
 - Payments may be by cash, must be in an envelope with the students name on the outside.
 - We will accept a cheque, however there is a \$2 processing surcharge fee to be added to the invoice total.

- We also have an Eftpos machine, however due to the Covid Crisis, we are currently not taking payments over the counter. If you would like to use your credit card option, you can call us and pay over the phone.
- Receipts will be issued by email immediately following payment.
- Monthly fees are to be paid by the 15th of each month.
- General Community accounts are to be paid within 30 days of the date of 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, as well as any associated late fees will also be added.
- If cheques are dishonoured 2 times, fee payments will be accepted in electronic, cash or debit card.

SERVICES NSW VOUCHER – ACTIVE KIDS AND CREATIVE KIDS

- Active Kids vouchers are accepted for all students
- Creative Kids voucher are ONLY accepted for students in Free-G classes (including Mini-Ninja)
- The actual voucher must be provided via email preferable in the PDF format – not a photo.
- Vouchers are regarded as a payment, therefore they must be provided on or before the due date of the invoice. Once you have provided a voucher you must immediately pay the balance of the invoice. Ie: if the Invoice is \$305 and you provide a voucher (\$100) then the balance of \$205 must be paid immediately.
- As it often takes approximately 6 weeks for funds to be processed and made available to us, vouchers **must** be provided by the due date. Any vouchers received after the due date of the invoice may be held in credit for the following term.
- Services NSW does not allow providers to give change on vouchers – however we will hold your account in credit if your invoice is less than the value of the voucher.
- Service NSW does not allow for transfer of funds between providers.
- If you provide a voucher that is rejected by Services NSW the responsibility is yours to follow up with Services NSW regarding the matter.
- Please note that there is an expiry date on all vouchers and we cannot claim past that expiry date.

LATE/OVERDUE FEES

- All overdue fees will incur an \$5 per day surcharge.
- A reminder notice will be issued to all members with overdue fees via email.

- If payment is not forthcoming after the issue of this notice, a phone call from the management 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.
- Management can be contacted to discuss payment plans if required.

REFUNDS

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

- *Cancellation*

If a class is cancelled by the club, a make-up class or credit for future classes 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 or Injury*

In the event of a serious injury/illness necessitating a lengthy period of recovery of more than three weeks (e.g. fractures, operations etc.) Written requests must be made to Management supported by a medical certificate from a qualified doctor or medical specialist for consideration. The athlete will need to provide fitness of health clearance from the relevant health professional, prior to returning to training.

- *Family Holidays*

Inability to attend class due to holidays being taken during scheduled class times **will not** entitle the family to a refund or credit at any time and full term fees must be paid. However you may apply to management to request to attend make-up classes within that term before or after the holiday.

- *Ceasing at our Request*

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 if another suitable solution cannot be found.

- *Withdrawal from enrolment*

- Term fees are not refundable once paid. If your circumstances change or you change your mind, this is unfortunately your decision to not continue with enrolment. We are committing to providing you with a coach / class etc for a full term, therefore we cannot be left with people dropping out mid-term and wanting a refund, it is simply not a sustainable practice.

- Affiliation / membership fees are non-refundable – however if you leave us and go to another gymnastic club within the same calendar year, the fee is transferred to the new club providing you have no outstanding fees owing.
- Please advise administration if the member at the end of term if there is to be any change to enrolment. This includes; complete withdrawal from enrolment, change of class or change of day.
- A squad athlete who intends to withdraw must inform management with 4 weeks' notice in writing (email acceptable) and this must coincide with the end of a billing month/ competition season. Failure to give 4 weeks notice, will result in the loss Security Deposit not being refunded.
- Gymnastics New South Wales Affiliation / membership fees are 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 7 day period if goods are damaged when received or are the incorrect size.
- *Sunset clause*
 - If we do provide you with an injury / illness credit, this must be used the following term, unless otherwise agreed between management and family (eg if there was a serious injury – broken leg – knee reconstruction). However unless otherwise specified all credits will be lost if not used the following term. There will be NO refund.

6. CONFIDENTIALITY AND REPORTING

The Altitude Gym Sports 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 Club Coordinator for review.



APPENDIX 1: Term Fees

AT THE COMMENCEMENT OF EACH CALENDAR YEAR THE FOLLOWING PAYMENTS ARE

DUE:

- Annual insurance/membership fee (due only once in the year).
- Class Fees (Term or Month -squads only)

Additionally:-

- Participants can only secure their spot in the class with full payment of fees. Failure to pay will mean that the spot will not be kept for that student.
- A spot in a class is lost when students are absent without notification and fees are not paid in full.
- At the end of each term a student must be withdrawn from enrolment if they are not returning in the following, else the next term fees will be due. Notice must be given in writing (email).

TERM FEES

- If full payment of term fees are not paid on or before the first week the spot in the class will be lost.

EARLY BIRD TERM FEES

- Due to the current Covid-19 situation, early-bird discounts are not being offered.

MID-TERM COMMENCEMENT

- If there is a spot available in a class, a new person may start mid-term and a pro-rata term fee will be due. However if a person is continuing on from a previous term, full term fees will be applicable.

TRIAL FEES

- A person can pay a trial fee to “try” a class. The trial fee must be paid in up front, preferably in cash. The trial fee is a **stand alone** fee and cannot be paid as on ongoing basis. After the student participates in trial, full registration fees (insurance and membership) and class fees must be paid.
- A person must use the online trial class form to book in for a trial class.
- Attending a trial class does not automatically secure a person a spot in a class, if the particular class is already full Altitude staff will do their best to find a suitable arrangement or will place on a waiting list.

MAKE-UP

- Make-up sessions are available due to medical reasons, providing there is a suitable class and space available in a different class. Make-up sessions are only available within the current term and

cannot be carried over to following terms. Fees are forfeited if a person cannot make it to class for any reason, there will be no credits. This includes sick days, holidays and religious days. Make-up sessions must be booked in and arranged through the office via the online form.

ILLNESS OR INJURY

- If a person is seriously ill or injured (3 weeks or longer) and is supported by a medical certificate that person may apply to have their fees credited to the following term. Notice to club management is required, in writing, as soon as the injury or illness occurs. Please see the Illness or Injury Policy – Fees, for more information.

CHANGING CLASS MID-TERM

- Changing days/classes once term has commenced is permissible, if there is a spot available, however this will attract an administration fee of \$10.
- A person may be asked by staff to change class mid-term, this does not attract an administration fee however if the cost of the class fee differs then arrangements can be made for a refund / credit / additional payment – depending on the circumstances.

LATE TO CLASS

- Please ensure you are on time for your child's class. Children more than 15 minutes late for class may be refused entry and your child may miss that class.

CANCELLED CLASSES

- If advertised classes are not filled, classes may be cancelled by management. Notice will be given and all effort will be made to try to place any displaced athletes in appropriate classes.

PAYMENT METHODS

- Fees can be paid via the following methods:
 - Online - Bank Deposit
 - Cash – please place in envelope
 - Eftpos (Fees apply on credit card)
 - Cheque (\$2 per cheque processing fee)

DISCOUNTS

- Families receive 5% discount on class fees for subsequent siblings attending term classes.
- Please note that family discounts will no longer apply if fees become late or in arrears.
- If families are experiencing financial difficult or hardship – contact with management must be immediate to ensure that participants do not lose their place in class.

APPENDIX 2: Monthly Fees

Financial Commitment – Squad Member

- Membership / Insurance Fees - This is an annual gym fee that everyone pays regardless of what gym sport an athlete is participating in.
- Class Fees - Can be paid weekly, fortnightly, monthly, bi-monthly – but must be for the month in advance.
Being absent and then asking to be excused from paying fees Eg – *I was sick that day – or I had to work that day - or I had a school information night* – cannot occur.
- Comp Fees – Must be paid by the due date of the competition entry date (usually 6 wks prior). There are usually 2 trials and State Championships – there may also be other comps & events.
- Leotard Hire – Must be paid before the first competition of the season (Acrobatics)
- Uniform Fees – All athletes must have a tracksuit / hoodie and a polo shirt to wear at events.
- National Fees – If the group is selected to go to Nationals it could cost over \$2000 to be on the State Team, this payment is usually due a week after state – Levels 6 to 10 only.
- National Clubs – If the group elects to go to Nationals clubs – it could cost around \$2000 for flights, accommodation, club coaches, entry fee etc, Level 4-10.
- Acro Choreography Fees – At times it is necessary to bring in professional choreographers – it can cost around \$500 per routine, split between group members. The routine remains property of the club – to prevent any disagreements in partnerships.
- Fees are still due if major events fall on days of normal training eg: State, Nationals, for those athletes attending this event as coaching staff still need to be available. Athletes not attending for reasons of non-qualification, or similar will not be charged this fee if alternate training cannot be arranged.

APPENDIX 3: Adult Fees

ADULT FEE STRUCTURE	
Pay Weekly - Casual	
\$25 per week – paid weekly	Must be paid on the day – Cash, direct deposit, Eftpos - tap.
Pay Monthly	
\$88 (\$22 per week x 4 weeks)	2 x 4 week blocks and a 2 week block = 10 week term.
Pay By the Term	
\$200 (\$20 per week x 10 weeks)	Must be paid at the commencement of term / class (pro-rata)
Pay By the Term - Attending Twice a Week	
\$250 (\$25 per week x 10 weeks)	Must be paid at the commencement of term / class (pro-rata)
DEFINITIONS	
Booked In	Person attending is “booked in” to the class for the month and spot in class is guaranteed. This person receives a cheaper rate, because the class is being paid for up front. If class is missed there is no make-up offered, or transfer of payment. Please note: The survival of this class is guaranteed by class members supporting this payment method and introducing new members to this class.
Casual	Person attending class may attend class on a casual basis. However if numbers exceed max class size the person could be refused entry into the class for that day, based on a first come, first served basis. It hasn't happened yet. 😊
FAQ	<ol style="list-style-type: none"> 1. Can a person change between being “booked in” and casual. Yes, but not within the same month. 2. Are the days in the monthly billing schedule negotiable? No for each month there are 4 classes. 3. Can a new person pay by the month if it is midmonth? Yes, if a new person to the class. 4. Do AGS Fee Policies also apply? Yes please see our policies on fees for further information.