

ALTITUDE GYM SPORTS FEES POLICY

POLICY NAME: Altitude Gym Sports Fees Policy
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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 clubs facilities and classes.

3. POLICY COVERAGE

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

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 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 clubs 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 Kindergym, Mini-Gym, Gym-Fun, Acro-Fun, Tramp-Fun, Tumble-Fun, Free-G Gym-Skills, Tramp-Skills, Tumble-Skills, Development, Advanced & Levels Tumbling, Levels Tramp and Junior Acro.
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 (Senior) Acro, Squad Tramp & Squad Tumbling and Adults.
Please see Appendix 2 – for a full policy on monthly fees.
- Monthly Accounts also apply to adults. However adults may switch between paying 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 all other community groups, sporting bodies and gymnastics clubs wishing to hire the clubs facilities and/or coaches. This also covers new people participating in a trial class.

INVOICING

All invoicing will be completed by the clubs administrators.

- *Term Accounts*
 - Invoicing will be completed 2 weeks prior to the end of the previous term. Payments must be paid in full by the 2nd week of each new term by all members.
 - A full term is charged from 1 term to the next, unless indicated otherwise. A pro rata fee is charged for mid-term enrolments.
 - Participation in a school holiday program will incur a separate fee.
 - 5% discount will be given for Earlybird payments.
 - Siblings will be given 5% discount on term fees.
- *Monthly Accounts*
 - Invoicing will be completed by the 15th of each month for the up-coming month and must be paid within 14 days of the invoice. The monthly account includes all school holiday training that occurs. Where possible the monthly billing cycle will cover 4 weeks of fees, however sometimes will be 5 weeks or 3 weeks depending on the cycle.
 - Competition fees are due 6 weeks prior to events.
- *Gymnastics New South Wales /GA Insurance / Club Member Fee*
 - This fee will appear on the 1st invoice a member receives each year.
- *General Community Accounts*
 - Invoices will be issued upon booking of the event/contract, unless otherwise determined by Management. Please see Birthday Party documentation for specific parties policy.

PAYMENT

- Payment of fees may be by cash, cheque, or debit /credit card with a signature or pin. Bank transfers may also be paid, however notice via email is required, once payment is made. Receipts will be issued by administration staff following payment.
- Cheques have \$2 processing fee attached.
- Credit cards may incur 1% service fee, depending on the type of card. Premium cards are charged higher percentage.
- AMEX or Diners are not accepted.
- Term fees are to be paid by the end of Week 2 of current Term.
- Monthly fees are to be paid within 14 days of the invoice, which will be the 15th of each month. Payments should be in advance of up-coming month.
- General Community accounts are to be paid upon booking of the event within 14 days 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, associated late fees will also be added.
- Once a cheque is dishonoured, a customers' fee payments will only be accepted in cash, debit card, or bank transfer.

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 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

Please note: We do NOT refund fees, which is why we offer trial classes. 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.
- *Make-ups*
 - If a member misses a class, a make-up class can be organised in the same term. If the make-up class cannot be attended by you in the term then your payment for that class is forfeited. If an absence occurs during the last week of term and is accompanied by a medical certificate, a make-up session can be attended in the following term.
- *Illness*
 - Credit may be applied for in writing to the Club Manager if an illness extends 2 or more weeks. Any such claim must be accompanied by a medical certificate.
- *Injury*
 - Credit may be applied for in writing to the Club Manager if injury extends 2 or more weeks. Any such claim must be accompanied by a medical certificate. The athlete will need to provide a fitness clearance from the relevant health professional, prior to returning to training.
- *Holidays*
 - Inability to attend class due to a holiday being taken during scheduled class times **will not entitle** the member 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 members' account will be given a pro rata adjusted credit or refund for the balance of fees.
- *Voluntary Withdrawal*
 - Registration / Affiliation / Membership fees are non-refundable – the information below refers to class fees.
 - Should the member decide not to continue to the end of term, the member will not receive a refund for the unused portion of fees.

- Members who intends to withdraw from class must inform management 2 weeks' prior to the end of term in writing (email acceptable). Failure to do this will mean the following term fees will be due.
- A competitive athlete who intends to withdraw must inform management with 4 weeks' notice in writing (email acceptable). Or else the following months fees will be due. Registration / 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.
 - Exchanges may be made within a 14 day period if goods are found to be damaged or are the incorrect size and have not been worn or washed and still have their tags.

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 Manager for review.

Please note that if you leave Altitude Gym Sports with outstanding fees, it will be reported to GymNSW / Gymnastics Australia and athletes will not be permitted to participate in other registered gymnastic programs (at other clubs), until the outstanding debt is paid.

APPENDIX 1: Term Fees

AT THE COMMENCEMENT OF EACH CALENDAR YEAR THE FOLLOWING PAYMENTS FOR THE MEMBER ARE DUE:

- Annual insurance/membership fee (due only once in the year)
- A deposit of \$50 must be paid to secure your spot in a class. The remainder of the term fee must be paid by the end of the 2nd week of term.
- If you wish to receive Earlybird discount the fee will be due by 15 Jan.
- Please note - No refunds on deposits, class fees or membership fees.
- For returning AGS members, from the previous year, the insurance fee and a deposit or full fees **must be paid by the 15th Jan** to ensure that classes and schedules can commence promptly.

“START OF YEAR - BOOKED IN”

- Booked in means that a participant has secured a spot in their desired class.
- A participant can be “booked in” to a class in two ways –
 - 1. Payment of full term fee.
 - or
 - 2. Payment by deposit.
- Participants are only booked in once the deposit fee of \$50 is paid in full per person.
- Failure to pay a deposit will mean that the spot will not be kept.
- Bookings are cancelled when children are absent without notification and fees are not paid in full (including if absent on week 1). Please inform us if you are going to be absent (particularly on week 1 if fees have not been paid in full).
- A Participants’ spot in class will be carried over from term to term unless they have otherwise indicated in person (at front desk) by phone or in writing (email). Failure to indicate the decision to leave an AGS gymnastic program, within 2 weeks of the end of term will result in the term payment being due for the following term.

TERM FEES

- Members need to pay by week 2 of term. If fees are not paid the member risks losing their deposit fee and the spot in the class. Financial agreements can be made with management, especially for families with multiple children or if attending multiple classes.
- We have 2 day and 3 day packages, where the fees are bundled together, particularly if there are

EARLY BIRD TERM FEES

- Discounted fees are offered for those payments made at the conclusion of each term in preparation for the following term. Start of year Earlybird fees are due by 15th Jan.

MID-TERM COMMENCEMENT

- If there is a spot available in a class, a person may start mid-term. If commencing after week 2 a pro-rata term fee will be due.

APPENDIX 1 continued : Term Fees

TRIAL FEES

- A person can pay a trial fee to “try” a class. The trial fee must be paid in cash - up front. Persons cannot pay the trial fee on an ongoing basis.
- The trial fee is a **stand alone** fee. The trial fee will be refunded once term fees are paid in full. Full Registration/Membership fees are due after the first visit, along with term fees.
- Persons must book in for a trial class using our online system on our website.
- Attending a trial class does not automatically secure a person a spot in a class. Please indicate to staff how the trial went and if you would like to return or anything else.

MAKE-UP

- Make-up sessions are available providing there is a suitable class and space available in that 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 arranged via the website / office.

ILLNESS OR INJURY

- If a person is seriously ill or injured (longer than 2 weeks) 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 \$22.
- 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:
 - Bank Deposit
 - Cash
 - Eftpos (Fees apply on credit card)
 - Cheque (\$2 per cheque processing fee)

FAMILY DISCOUNTS

- Please see our family discount information for more ways to save for families.
- 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.

Financial Commitment for Squad Fee Payment.

- Membership / Insurance Fees - This is an annual gymnastic fee that everyone pays regardless of what gym sport an athlete is participating in.
- Bond – Each squad member is required to pay a \$200 bond when join the Squad. This bond will be returned to the member when they finish training as a squad member providing that:
 1. The have given 4 weeks notice of intent to leave the squad in writing.
 2. All fees owing are paid and up to date.
 3. The return of any equipment or uniform/costume items that belong to Altitude Gym Sports.
- Class Fees – Must be paid by the 15th of each month in advance of the coming month. Fess can be paid weekly, fortnightly, monthly, bi-monthly.

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 – we went away.* is not acceptable.

Notice will be given of the intent to run school holiday sessions prior to the holidays. It is the responsibility of squad members to indicate their intent to train or not. Any notifications not made will result in squad members being charged for the holiday period.

- 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
- 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 \$1500 to be on the State Team, this payment is usually due at state.
- National Clubs – If the group elects to go to Nationals clubs – it could cost around \$1000 for flights, accommodation, entry fee etc, Level 4-10.
- Acro Choreography Fees – At times it is necessary to bring in professional choreographers – it can cost anywhere between \$50 and \$300 per routine, split between group members. The routine remains property of the club – to prevent any disagreements in partnerships.
- Please ensure that you have read and are familiar with the AGS fee policy.
- 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.
- Discounts are given for siblings attending classes and squads.
- Late fees will be charged for late payment of fees, members may be suspended from training if outstanding fee situation is not rectified.

Athletes and parents must comply with club policies regarding fees and will be subjected to sanctions if the policies are not abided by.



APPENDIX 3: Adult Fees

BOOKED IN	
Pay By The Month – Booked In – Attend 2 days per week for this one low cost – Single class GMT or ADULT-GYM	
Single classes \$66 (works out to be \$16.50 per week x 4 weeks)	Must be paid on the first day of each billing month.
Pay By The Month – Booked In – Attend 2 days per week for this one low cost – Both classes of GMT & ADULT-GYM	
Both classes \$78 (works out to be \$19.50 per week x 4 weeks)	Must be paid on the first day of each billing month.
CASUAL	
Pay As You Go – Casual Weekly – Cash	
\$20	Must be paid at the commencement of class
Pay As You Go – Casual Weekly – Debit or Credit Card at front desk	
\$25 (credit card charges also may apply)	Must be paid at the commencement of class
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.
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. Will be charged pro-rata for the month. 4. Do AGS Fee Policies also apply? Yes please see our policies on fees for further information.