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COOROY GYMNASTICS CLUB FEES POLICY

STATEMENT OF COMMITMENT

COOROY 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.

POLICY APPLICATION

This policy applies to the COOROY GYMNASTICS CLUB Committee, staff, volunteers, members and all users of the club's facilities and classes.

POLICY COVERAGE

This policy serves to cover all fee development, invoicing, collection and receipting for COOROY GYMNASTICS CLUB.

ROLES & RESPONSIBILITIES

COMMITTEE

- Approve the fees for each calendar year.
- Approve the procedures for invoicing, collecting and receipting of the fees.
- Approve the procedures for collecting overdue fees.
- Advise the fees for each calendar year.
- Advise the procedures for invoicing, collecting and receipting of the fees.
- Advise the procedures for collecting overdue fees.
- Ensure all staff are following the correct procedures.
- Handle any disagreements, arguments and complaints associated with fees, payments and refunds.
- Approve all refunds.

BOOK - KEEPER

- Produce 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 COOROY GYMNASTICS CLUB as per the rules outlined in this policy.

POLICY RULES AND BREACHES CONSEQUENCES

DETERMINING THE FEES

The Committee will undertake a review of all fees charged by the club when approving the annual financial budget for the year ahead. Factors that must be considered are:

- Viability of classes offered.
- Insurances and affiliation.
- Employment and wages.
- Operational costs.
- Maintenance and upgrades to current facilities.

ENROLMENT/REGISTRATION FEE

An annual registration is to be paid prior to each child commencing gymnastics. This fee covers administration costs and includes Registration and Insurance with Gymnastics Queensland and Gymnastics Australia for the calendar year. This is not included in the Term Fee structure and is NON-REFUNDABLE.

MEMBER ACCOUNTS

- All invoicing will be completed by the club's book-keeper
- Invoices are issued for Term training fees and Squad Holiday training.
- Invoices are issued for competition entry fees, uniform or Annual re-enrolment.
- Invoices will be available from the office upon commencement of the term upon request
- Invoicing will be completed prior to the commencement of the 1st week of each school Term for all continuing participants and by the 2nd week of participation for all new members.
- A full Term is charged when the member commences within the 1st week of the Term. A pro rata fee is charged thereafter.
- Term Fees are based on the number of weeks in the Term and are calculated dependent upon Program Structure.
- Classes are not held on Public Holidays.
- All payments are NON-REFUNDABLE.

ENQUIRIES

Please refer any queries to the club's book-keeper. Escalation of fee queries is to the committee via the Treasurer, not coaches.

PAYMENTS

- All payments can be made by cash, cheque or Internet Banking. Internet Banking is our preferred method.
- Bank account details are printed on all Invoices and Statements.
- Please use your child's surname and/or Ref: number as the Payment Reference.
- Receipts will be issued for all payments except for direct deposits but can be issued if required/requested.
- Term fees are to be paid at commencement of term.
- If a cheque is dishonoured, all bank charges will be added to the members' account and the total must be paid in cash.
- Cheques are to be made payable to: COOROY GYMNASTICS CLUB.
- Cheque or cash payments are not to be handed to the Coaches.

RE-ENROLMENT/RE-BOOKING

Gymnasts are not automatically rolled over to the next term an invoice will be sent out 2nd last week of term for the future term. A \$20.00 re-booking deposit is required by all gymnasts and is to be paid by the priority date confirming their spot for the future term. This will be deducted from their invoice. As a courtesy parents are requested to notify the club prior to the commencement of the new Term if a gymnast will not be returning. If we are notified after term commences of non attendance or withdrawal this fee becomes NON REFUNDABLE.

LATE/OVERDUE FEES

COOROY GYMNASTICS CLUB is a NON-PROFIT ORGANISATION, managed by a Committee of volunteers. We rely upon the timely payment of fees in order to function. Fees are due within the first 2 weeks of each Term and the Club reserves the right to withdraw its services thereafter.

- Fees must be paid in full unless arrangements have been made with the book-keeper for a payment plan. If paying via payment plan, the weekly/fortnightly payment must cover the scheduled weekly/fortnightly fees in advance.
- For habitual slow payers, if no payments have been made within the 14 days, the following course of action will be taken:
 1. Book-keeper will make a phone call asking for payment in full (Week 3)
 2. If payment has not been received during Week 3, a "Pending Suspension of Gymnast" letter will be issued (Signed by Treasurer) with the terms being 7 days.
 3. If payment has not been received by the end of Week 4, the suspension will be enforced by the Treasurer (phone call to parent)
 4. Any requests for payment plans at this stage, must include back-payment of weeks elapsed eg. If week 5 and amount owing is \$50 per week, parent must make a payment of \$250 for the child to be allowed to resume training.
 5. Children in the squad program are not allowed to participate in competitions and/or events until all fees are paid or the parents have engaged in a payment plan.
 6. In the event of Non-Payment, the account may be placed in the hands of a debt collection agency.

REFUNDS

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 OR INJURY

Application for a credit or refund may be submitted in writing to the Treasurer if illness or injury extends 2 or more weeks. Any such claim must be accompanied by a medical certificate. In the case of injury, the athlete may need to pass a fitness test by their coach, prior to returning to training. If injury occurred during Training and a claim for insurance is being made this must be done in accordance with our injury procedure policy.

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. Unless this is for a period of 3 weeks or more.

MAKE UP CLASSES POLICY

- Notify the centre by phone or email at least 2 hours prior to the start of regular class time
- Make- up class must be used up within the term
- We are unable to guarantee your preferred time/ day, coach
- Make-up classes are non-transferable and can only be used by the student enrolled
- Catch-up classes will be offered at coach / co-ordinators discretion

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

No refunds apply to Gymnastics Queensland Registration, Club membership or Training Fees.

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 AND REPORTING

The COOROY GYMNASTICS CLUB Committee of 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 Queensland, 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 Treasurer and Committee for review.