



ABN: 82 598 967 065

Policy Name:	Fee and Payment Policy FPP00001
Date of Issue:	January 2005
Policy coverage:	A.G.D.A. Management & Operations
Date of Review:	February 2013
Controlling body:	Owner/Manager

1. Policy

Australasian Gymnastics & Dance Academy is a registered gymsport and Dance Academy business operating in Burpengary, Queensland. Information can be obtained from our web site:- www.agymda.com.au. The following policy outlines the guidelines under which A.G.D.A. operates in relation to Fees and Payments.

2. Membership/Joining Fees

AGDA Membership/Joining Fee is determined in accordance with administration costs, insurance and overheads. It is based on a calendar year January – December.

This fee becomes due prior to a new member commencing and then payable at the beginning of each calendar year. Entry to the class session will be refused if this fee is not paid in the due timeframe. No position in classes is held or booked for any member until payment has been received with the current registration form.

3. **Payment of Fees** for the commencement of a New Member and/or New Year must be submitted with a completed AGDA Registration Form. These fees can be paid by Eftpos (minimum transaction amount of \$30.00), Credit Card, Cheque, or Cash. Please note any credit card payment will incur a 2% service charge or Direct Deposit – Account Name:- AGDA BSB:- 484 799 Account No 6020 34050 (on transfer please put your child's name & payment reason and fax or deliver this form to our office).

AGDA's Management reserves the right to set all fees and amend such fees as deemed necessary.

4. **AGDA Insurance fee is** an insurance cover for all members

Participating in gymsport or dance activities. Everyone is obligated to pay the fee which is based on a calendar year January –December.

This fee becomes due prior to a new member commencing and then payable at the beginning of each calendar year. Entry to the class session will be refused if this fee is not paid in the due timeframe.



No position in classes is held or booked for any member until payment has been received with the current registration form.

In the case of **gymsport activities** this insurance covers the member for G.P. referred non-medical expenses. i.e. Physiotherapy and this fee also includes registration with Gymnastics' Australia.

AGDA's Management reserves the right to firstly, set and amend such fees as deemed necessary, and secondly alter the type of insurance cover offered when it becomes renewable.

3. AGDA offers a partial refund guarantee on your first term of tuition:-

After paying the required fees for the first term of training and your child does not enjoy the activity, AGDA will refund the remainder of the tuition fees from the date we receive written notification from you.

However, after the first term, if you book into a program, and then during the term decide to cancel your membership, AGDA requires 30 days written notice. Any fees owed to you after the 30 days will be refunded minus a \$20 admin fee.

Competitive Teams MUST provide a 30 day written notice on ending their membership.

Due to insurance and membership including external associations these fees cannot be refunded. Remember: Membership and Insurance is for the full calendar year of the year joined and the participating member may rejoin during the year to gain full benefit of this fee. Membership and Insurance fees are due at the beginning of each calendar year.

To obtain a partial refund you must:-

1. Complete the necessary relevant documentation, refunds will only be calculated from the date that the correct documentation has been received.
2. Submit the documentation to management during the term or within 7 days of the termination of the class term attended. (Failure to do so will result in the application for refund to be dismissed.)



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4. Recreational Tuition Fees

AGDA Recreational Tuition (includes Kindergym Krew, Dance, P2P Programs and Recreational Levels) fees are determined on a term basis at a rate determined at the commencement of each calendar year. AGDA Terms are different to School Terms as they run back to back throughout the year. AGDA Families are encouraged to enroll by the Priority Deadline to secure their position in the following terms program.

These Priority deadlines are:-

- Advertised on the Events calendar, in the Term newsletter (which is emailed out weekly), and on the website.
- After the first term of participation at AGDA there is no refund on tuition fees for any consecutive or future terms.

2012 Terms are:-

Term One 3rd Jan - 11th March 2012

Term Two 12th March - 20th May 2012

Term Three 21st May - 29th July 2012

Term Four 30th July - 7th Oct 2012

Term Five 8th Oct - 16th Dec 2012

Priority Deadline for Term Two 3rd March

Priority Deadline for Term Three 12th May

Priority Deadline for Term Four 21st July

Priority Deadline for Term Five 29th Sept

Priority Deadline for Term One 2013 8th Dec

- **Competitive Tuition Fees**

AGDA Competitive Programs fees are invoiced each training block.

These fees are invoiced on the 1st day of the Month Prior to the block commencement. The invoices are due by the 15th of the Month prior to the block commencement. If fees are not received by this date a \$50 late fee is applied.

For example:-

Block One is January and February

Fees are distributed on the 1st December and due on the 15th December.

Block One January – February

Block Two March – April

Block Three May- June

Block Four July - August

Block Five September - October

Block Six November – December



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- **Payment Plans.**
 - A payment plan is available upon request to Administration and is structured as outlined hereunder.
 - An agreement is to be signed between the customer and A.G.D.A. to make term payments as set down in the payment plan. The payment dates are listed on the term agreement. The first payment must include the Registration and Insurance fee plus one quarter of the tuition fee for the term.
 - The agreement form must contain the customer's Credit Card details and consent for a direct debit transaction to be conducted on the/or around dates set down in the payment plan agreement. The signed payment plan agreement authorizes AGDA to process the relevant deductions.
 - A 10% administration fee is added to each payment throughout the term.
 - The total sum owed is to be paid in full prior to the termination of the term. Should a customer default and miss a payment date, there is an Administration fee of \$30/missed payment charged and the outstanding amount can become immediately payable. We strongly recommend that you make sure there are sufficient funds to cover all debit dates. Secondly, the participating child will not be permitted to continue classes until the total sum is paid in full (When fees are overdue any missed classes or sessions are at the parent's expense. No notice is required to be given from AGDA to refuse entry into classes or sessions for overdue fees.).
- **Make Up Classes:-**
 - If a class is missed and ALL fees are up to date the Parent may book their child into another program of similar skill and duration for a makeup class.
 - Each AGDA Athlete is permitted two make up classes per term.
 - If there is no class available to perform a makeup this is unfortunate situation that is out of AGDA's control, however every effort will be made to find a makeup program.



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- An athlete in a program that is only run once a week is encouraged to make up in another AGDA program as there is NO CREDIT for missed classes.
- If a athletes class falls on a public holiday this can be made up and is not included in the permitted two make ups per term.
- Make ups can only be carried on into the first two weeks of the following term and only IF the athlete has registered and paid for the following term.
- **Payments of Events, Competitions and Merchandise**
 - All Events, Competitions MUST be purchased at the time of registration and by the closing date. Failure to do so will result in the child not being registered for the event or competition.
 - Merchandise must be paid for at the time of ordering (if the item is required to be ordered) and/or purchase.

Terms & Conditions:

- After the first term of participation if you book into a program, and then during the term decide to cancel your membership, AGDA requires 30 days written notice. Any fees owed to you after the 30 days will be refunded. A \$20 Admin fee will also apply
- Membership/Joining Fee remains active during the calendar period January -December of the year of joining.
- There is a **NO REFUND POLICY ON MEMBERSHIP OR INSURANCE FEES.**
- Management reserves the right to enforce a late fee penalty at the rate of \$15.00/week, for all fees outstanding.
- AGDA Reserves the right to refuse entry to competitions, events or classes if fees are not paid in line with AGDA's Payment Plans or Policies. (any missed classes or sessions are at the parent's expense. No notice is required to be given from AGDA to refuse entry into classes or sessions.)
- Competitive gymnasts: The decision to join our team is a big one and reflects a significant year round family commitment. Tuition is calculated on a 12 month team basis and is broken into block amounts. These amounts are due 15 days before the beginning of the new block. If the fees are not paid by this date then a \$50 late fee will be charged and the gymnast will not be permitted to enter the floor on the start of the new block until either a payment plan has been completed or all fees have been paid up to date. It is important to make this next point clear; team members do not move onto and off the team nor is tuition prorated because of illness, injury, vacations, camps schedule



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conflicts, or the like. Team is a year round commitment, with tuition due 12 months of the year. Once a member has booked into a Block there is no refund of fees for that Block.

COMPLAINTS PROCEDURES

6.1 Complaints

- 6.1.1 Australasian Gymnastics and Dance Academy (AGDA) aims to provide an easy to use, confidential and trustworthy procedure for complaints based on the principles of natural justice. Any person may report a complaint (complainant) about a person/s or organisation bound by this policy if they reasonably believe that a person/s or a sporting organisation has breached this policy.
- 6.1.2 A complaint should be reported to Australasian Gymnastics and Dance Academy (AGDA)'s Member Protection Information Officer (MPIO) or Director.
- 6.1.3 A complaint may be reported as an informal or formal complaint. The complainant decides whether the complaint will be dealt with informally or formally unless the MPIO considers that the complaint falls outside the parameters of this policy and would be better dealt with another way.
- 6.1.4 All complaints will be dealt with promptly, seriously, sensitively and confidentially.
- 6.1.5 Our complaint procedures are outlined in Appendix A - Procedures.

6.2 Vexatious Complaints & Victimization

- 6.2.1 Australasian Gymnastics and Dance Academy (AGDA) aims to ensure our complaints procedure has integrity and is free of unfair repercussions or victimisation. If at any point in the complaint process the MPIO or other relevant person considers that a complainant has **knowingly** made an untrue complaint or the complaint is vexatious or malicious, the matter may be referred to the Australasian Gymnastics and Dance Academy (AGDA) Director for appropriate action which may include disciplinary action against the complainant.
- 6.2.2 Australasian Gymnastics and Dance Academy (AGDA) will also take all necessary steps to make sure that people involved in a complaint are not victimised by anyone for coming forward with a complaint or for helping to



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sort it out. Disciplinary measures will be imposed on anyone who victimises another person for making a complaint.

6.3 Mediation

6.2.1 Australasian Gymnastics and Dance Academy (AGDA) aims to sort out complaints with the minimum of fuss wherever possible. In many cases, complaints can be sorted out by agreement between the people involved with no need for disciplinary action. The people involved in a formal complaint - the complainant and the person complained about (respondent) - may also seek the assistance of a neutral third person or a mediator. Lawyers are not able to negotiate on behalf of the complainant and/or respondent.

6.2.1 Mediation may occur either before or after an investigation of a complaint. If a complainant wishes to try and resolve the complaint with the assistance of a mediator, the MPIO or Director will, in consultation with the complainant, arrange for a mediator to mediate the complaint. More information on the mediation process is outlined in Appendix A of this policy.

7. FORMS OF DISCIPLINE FOR POLICY BREACHES

7.1 If an individual or organisation to which this policy applies breaches this policy, by failing to pay by AGDA's Fees Policies the Director is empowered to discipline members of the Academy by one or more forms of discipline:

- 7.1.1 Reprimand;
- 7.1.2 Fine and or legal action;
- 7.1.3 Suspension; or
- 7.1.4 Expulsion.

7.2 Any resolutions must be passed by the Director. As per the Appeal & Grievance Regulations.

7.3 Factors that will be considered before imposing discipline are covered in attachment A6 of this policy.

8. Confidentiality and Reporting

AGDA is committed to uphold the Privacy Policy, Procedures and Statements in relation to all AGDA members Account details and fees payment methods.