



**POLICY STATEMENT  
FEE'S AND PAYMENT  
Star-Mites Gym Sports Pty Ltd**

**Policy Name:** Fee's & Payment Policy  
**Date of Issue:** August 2005  
**Policy Coverage:** Services not delivered  
**Date of Review:** January 2006  
**Controlling Body:** Directors

**1. STATEMENT OF COMMITMENT**

Star-Mites Gym Sports Pty Ltd is committed to working responsibly and ethically within the legal and regulatory environment. To this end all Company policies and procedures will reflect, and we will act and make decisions in accordance, with this commitment to Fair Trading.

**2. DEFINITION**

Fee's & Payment refers to the monies paid for agreed Company services, which:-

- Match the sample and/or demonstration provided
- As they were described

**3. POLICY APPLICATION**

This policy applies to all services provided by Star-Mites Gym Sports Pty Ltd as part of its daily business operations, undertaken by Directors and/or employees, in their dealings with member's staff and customers.

Adoption of this policy will ensure Star-Mites Gym Sports Pty Ltd can continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

**4. POLICY COVERAGE**

All activities undertaken by Star-Mites Gym Sports Pty Ltd as part of it's day-to-day operations including conduct of competitions/events, daily gymnastics lessons and related customer services are incorporated.

## **5. PRINCIPLES**

Star-Mites Gym Sports Pty Ltd Fee's and Payment Policy is characterised by reliance on a number of principles. Adherence to these principles will ensure open and honest communicate about our services with our customers and suppliers. The principles include:-

- Communicating in plain language to ensure information on our services is clear, accurate and easily understood
- Ensuring our commitment to providing quality services is implemented by all staff
- Responding promptly to any concerns with respect to the non-delivery of agreed services
- Providing an efficient, fair and consistent handling process
- Actively encouraging and responding to feedback from our customers and suppliers

## **6. Fee's and Payment Rules**

The following rules will apply:-

- All fee's and charges are due on or before 2<sup>nd</sup> lesson attended
- Cost for events must be paid on or before the day sated on the account
- Cost for uniforms, level badges, personal apparatus or other purchases made on behalf of the athlete must be paid for prior to hand over

## **7. ROLES AND RESPONSIBILITIES**

### **CEO**

- Ensure that appropriate administrative procedures are in place for the reporting and handling of fee's and payments
- Actively promote the Company's fee's and payment policy to all staff customers via the company fee's and charges procurers document
- Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted
- Respond promptly to any concerns with respect to the non-delivery of agreed services in-line with the Company's refund policy
- Devise and implement strategies to address any on-going issues that relate to fee's and charges made by the company and associate bodies

### **Staff**

- Deliver all services to the Company's required standard and in-line with assigned duty statements and employment agreements
- Work responsibly and ethically at all times when representing the Company and delivering agreed service

## **8. ADDITIONS AND CHANGES TO POLICY**

Recommended changes to this policy may be submitted to Star-Mites Gym Sports Pty Ltd Company Director for consideration at any time. Should changes be accepted, the policy will be updated, dated and circulated to all relevant stakeholders.

Star-Mites Gym Sports Pty Ltd is committed to ensuring all policies are up-to-date and reflect current times, therefore reviews are undertaken annually. The next review date is detailed at the beginning of each policy.

# **Star-Mites Gym Sports Pty Ltd**

## **FEE'S AND CHARGES STATEMENT**

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### **COMMITMENT**

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### **RESPONSIBILITIES**

The Company Directors will be responsible for responding promptly to any concerns with respect to the non-delivery of agreed services in-line with the Company's refund policy

All staff are responsible for alerting the Company Directors to any agreed services not delivered and the circumstances causing this. All Company staff are also responsible for working ethically at all times when delivering agreed services

### **PROCESS**

Star-Mites Gym Sports Pty Ltd has established a systematic process to record, deal and process any concerns by members or staff in regards to company's fee's and charges policy

### **FURTHER INFORMATION**

For further information on this policy, contact:-

***Director Gail Melinger***

***Ph 08 9276-5028***

***Email: [info@starmites.com.au](mailto:info@starmites.com.au)***

***If in doubt, ASK SOMEONE!***