



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

Policy Name: Fee's & Payment Policy
Date of Issue: August 2005
Policy Coverage: Monies paid for service
Review date: January 2019
Controlling Body: Star-Mites Gym Sports Pty Ltd – SMCD -Directors

STATEMENT OF COMMITMENT

Star-Mites Gym Sports Pty Ltd - SMCD 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.

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

POLICY APPLICATION

This policy applies to all services provided by our organisation 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 our organisation can continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

POLICY COVERAGE

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

PRINCIPLES

Star-Mites Gym Sports Pty Ltd – SMCD 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. All staff implements ensuring our commitment to providing quality services
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

FEE'S AND PAYMENT POLICY

The following rules will apply: -

Signing off on athlete membership enrolment form

I / We by signing the enrolment form agree that I / We are responsible to pay all fees incurred by or on behalf of the athlete, including but not limited to term fees, registration fees, competition entry fees, and travel expenses on or before the due dates.

Refund policy

Please make sure athlete is happy to join our program as we **do not** refund fees paid/due for any reason. (Other than stated below)

If an athlete is unable to attend for two or more weeks due to illness or injury, a credit for missed classes may be obtained by presenting a doctors certificate.

Make up Policy

Make up classes are only offered where available space exists in another class. Should you be unable to attend your regular scheduled class please contact the office to see if availability in a similar class exists. A maximum of 2 make up classes are available in any one term (if available). No refunds are provided for classes missed.

REFUND RULES

The following rules will apply: -

- Non-attendance at training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid. Pre-payment of lesson fees, and annual club/Governing body registration fees, are a requirement to ensure a class position is available.
- Training fees do not include costs for events, level badges or any uniform items. The fees are applied for the coaching/tuition provided and use of the club's gymnastics related equipment.
- A non-refundable annual club membership and governing body registration fee applies. This membership is valid from January 1st to December 31st in the current year.
- Claims for refunds, transfer, credit or exchange will not be considered unless accounts are paid up-to-date or in credit
- Make-up classes may be arranged (but not garenteed) for genuine illness and/or special circumstances. However, notification of absence must be given prior to the customer missing the start of their normal training session.
- Injury: There is no reduction in term fees, unless the injury takes you out of the gym for over two weeks, and only if the athlete cannot participate in workouts in any way. A Doctor's certificate must be supplied to receive a refund on fees. The branch manager will work with you on an individual basis.
- Changes to training schedule:
From time to time we reserve the right to shorten session times in lead up to competitions. On rare occasions classes may have to be cancelled due to coach's commitments to events. We will always endeavour to do a makeup class for shortened or cancelled sessions. No refund on fee's is given if your you/child cannot attend the make-up class.

Debt Recovery –

I / We understand that Star-Mites Gym Sports may at its discretion commence proceedings or engage a debt collector to recover fees outstanding for period in excess of sixty (60) days. The expense of debt recovery will be a cost to the person signing the athlete membership/enrolment form.

All fees and charges are due on or before 2nd lesson attended or on or before date stated on invoice/account

Cost for events must be paid on or before the due date stated on the invoice/ 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 of merchandise.

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 fees 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 fees 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

POLICY BREACHES AND CONSEQUENCES

Failure to abide by our fee's policy, may result in disciplinary action being taken (Suspension or expulsion from organization)

REPORTING AND CONFIDENTIALITY

Communication between all levels of our organisation is essential for the effective and efficient running of the club. Key representatives are required to report on activities with regard to policy. It is in all our best interest to ensure confidentiality when making a report

ADDITIONS AND CHANGES TO POLICY

Recommended changes to this policy may be submitted to Star-Mites Gym Sports Pty Ltd - SMCD 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 – SMCD is committed to ensuring all policies are up-to-date and reflects current times, therefore reviews are undertaken annually. The next review date is detailed at the beginning of each policy.

Signed: Gail Melinger Director Date: 21st January 2019

Star-Mites Gym Sports Pty Ltd - SMCD FEE'S AND CHARGES STATEMENT

COMMITMENT

Star-Mites Gym Sports Pty Ltd – SMCD 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.

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 Fee's and Charges policy

All staff are responsible for alerting the Company Directors to any agreed services not deliver 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 – SMCD 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:-

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