



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: Monies paid for service
Review date: January 2024
Controlling Body: Star-Mites Gym Sports Pty Ltd -Directors

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.

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 our organisation provides as part of its daily business operations, undertaken by Directors and/or employees in their dealings with members, staff and customers.

Adopting this policy will ensure that our organisation can continue to conduct its 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- as part of its day-to-day operations, including the conduct of competitions/events, daily gymnastics lessons and related customer services, are incorporated.

PRINCIPLES

Star-Mites Gym Sports Pty Ltd –Fee and Payment Policy is characterised by reliance on several principles. Adherence to these principles will ensure open and honest communication about our services with our customers and suppliers. The principles include: -

We communicate in plain language to ensure that information on our services is clear, accurate, and easily understood. All staff implement and ensure 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

FEES AND PAYMENT POLICY

The following rules will apply: -

Signing off on athlete membership enrolment form

By signing the online enrolment form, I agree that I will be responsible for paying 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 ensure the athlete is happy to join our program, as we **do not** refund fees paid/due for any reason. (Other than stated below). Exemption at the discretion of owners/CEO

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 doctor's certificate.

Admin fee is charged regardless of the reason for withdrawing from the program.

Makeup Policy

Make-up classes are only offered where available (but not guaranteed). If you cannot attend your regular scheduled class, please contact the office to see if a similar class is available. A maximum of 2 make-up classes are available in any one term (if available). No refunds are provided for classes missed.

Refund Policy

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 is a requirement to ensure a class position is available.
- 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.

Refund/Withdrawal policy change (02/03/2022)

- Claims for refunds, transfers, credit or exchange will not be considered unless accounts are paid up-to-date or in credit
- Make changes to the transaction to charge for all classes attended (or as per the signed Team Pack policy, charged for four weeks)
- Charge a NEW \$15 Admin fee to cover staff to process the changes and the extra bank fees involved
- Non-refundable annual club membership and governing body registration fee
- The admin fee does not apply to NEW trial members, and they are still not charged if they do not return after first class
- New Trial means they have NEVER done a class at Star-Mites (ask office staff if you are unsure if they are NEW)
- Admin fee does not apply to refunds of credits owed

Injury Policy

- 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 fee refund. The branch manager will work with you individually.

Tuition Fee Adjustment Policy

- Tuition fee adjustments: Star-Mites Gym Sports retains the authority to modify termly tuition fees as deemed necessary. Adjustments are scheduled biannually in January and July to address operational demands and market variations. This policy ensures the sustainability and continued quality of services offered by Star-Mites Gym Sports while maintaining fairness and accountability in fee structures.

Change to training schedule policy

- We reserve the right to shorten session times in the lead-up to competitions from time to time. Occasionally, classes may have to be cancelled due to the coach's event commitments. We will always endeavour to offer a makeup class for shortened or cancelled sessions. No refund on fees is given if your child cannot attend the makeup 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 a period in excess of sixty (60) days. The debt recovery expense will be borne by the person signing the athlete membership/enrolment form. All fees are due on or before 2nd lesson attended or on or before the date stated on the invoice/account.

Event costs must be paid on or before the due date stated on the invoice/ account.

The cost of uniforms, personal apparatus, or other purchases made on behalf of the athlete must be paid prior to the handover of merchandise.

ROLES AND RESPONSIBILITIES

CEO

- Ensure that appropriate administrative procedures are in place for the reporting and handling of fees and payments
- Ensure that proper 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 ongoing 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 policy may result in disciplinary action being taken (Suspension or expulsion from the organisation)

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 related to policy. Ensuring confidentiality when making a report is in our best interests.

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 following review date is detailed at the beginning of each policy.

Signed: Liz Gardiner Director Date: January 2024

Star-Mites Gym Sports Pty Ltd

FEE'S AND CHARGES STATEMENT

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.

RESPONSIBILITIES

The Company Directors will be responsible for responding promptly to any concerns regarding the non-delivery of agreed services in accordance with the Company's fee and Charges 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 accountable for always working ethically 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 regarding the company's fees and charges policy.

FURTHER INFORMATION

For further information on this policy, contact: -

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