

# PAYMENTS, WITHDRAWAL & REFUND

SM Cheer & Dance maintains and enforces an ongoing pay-to-play policy. Athletes whose accounts become past due by fourteen days or more may not be permitted to attend practices or classes until their account is brought into good standing. Missed practices due to none payment will not be excused and will be subject to our Attendance Policy. Athletes who sit out due to non-payment will be invited back to practices and classes once the full balance owing has been paid, including any and all penalties. We understand that life happens, and unforeseen circumstances may arise, please contact us at [info@smcad.com.au](mailto:info@smcad.com.au) to make alternate arrangements.

## Payments Novice & All Star

All-star and novice team payments are due on the dates listed in our Team Information pack (pg9) which can be accessed at [www.smcad.com.au](http://www.smcad.com.au). Please note that GST is included in all advertised fees. Members of SM Cheer & Dance are required to have electronic payment information on file through the duration of the season. This can be in the form of direct bank draft or credit card. Families who choose to pay cash are welcome to do so but must also provide electronic payment information to secure their account. We endeavour to post fees to your account in Jackrabbit (our registration software program) seven days prior to their due date. You may log into your account at any time to review your charges and payments. Fees not paid by due dates will incur a \$25 late fee. Declined credit cards and NSF bank withdrawals will also incur a \$25 fee. We process payments through our payment system on the 15<sup>th</sup> day of each month for tuition fees, and the first week for term fees. We understand that from time to time circumstances arise that may result in a request for special arrangements for payments. We do our best to accommodate this whenever possible. All requests for special arrangements must be done through email to our Branch Manager. This will reduce errors and misunderstandings. Email: [info@smcad.com.au](mailto:info@smcad.com.au).

## Withdrawal from Novice & All-Star:

Athletes' withdrawing from teams are required to be done by written notification and emailed to [info@smcad.com.au](mailto:info@smcad.com.au).

## Refunds Novice & All Star:

- Withdrawals received mid-year will be processed without refund for tuition already paid and 50% of the next month's tuition charged.
- Registration, apparel, uniforms and competition entry are all non-refundable

By signing and returning the all-star & novice cheer agreement, families who withdraw from program do so with the understanding that they forfeit any and all claims to these funds.

## Special Circumstance:

- Participants removed from the All Star or Novice programs at SM Cheer & Dance due to code of conduct or attendance violations are not eligible for refunds, including registration, apparel, competition, or tuition fees.
- In cases of injuries, in general if an athlete is injured short term and will be out less than two weeks, there is no compensation on tuition. If an athlete is injured and will be out for longer than two weeks, monthly tuition will not be charged beyond the first 14 days. All injuries will be dealt with on an individual basis and should be communicated to coaches and management immediately. A medical certificate will be required.