



## MODULE 7 FEES POLICY

### **STATEMENT OF COMMITMENT**

High Flyers 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. High Flyers' Fees Policy is in accordance with the Trade Practices Act 1989.

### **DEFINITION**

Training fees are applied for the coaching/tuition provided and use of the Club's gymnastics related equipment. They do not include costs for:

- events
- GWA fees
- level badges or
- any uniform items

Refund refers to the transfer, exchange or reimbursement of monies paid for agreed services, which:

- have not been delivered in the timelines stated;
- did not meet the standard that the customer was led to believe they would;
- don't match the sample and/or demonstration provided; &
- aren't as they were described.

### **POLICY APPLICATION**

This policy applies to all services provided by High Flyers as part of its daily business operations, undertaken by Directors and/or employees, in their dealings with customers and suppliers.

Adoption of this policy will ensure High Flyers will continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

### **POLICY COVERAGE**

All activities undertaken by High Flyers as part of its day-to-day operations including conduct of competitions, events, daily gymnastics lessons and related customer services are incorporated.

## **PRINCIPLES**

High Flyers' Fees Policy is characterised by reliance on a number of principles. Adherence to these principles will ensure open and honest communication about our services with our customers and suppliers.

These 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.

## **PAYMENT RULES**

- Pre-payment of lesson fees and annual GWA fees, are a requirement to ensure a class position is available. Therefore, fees must be paid for in advance. Either monthly or termly, depending on which training group the athlete belongs in.

Termly fees are to be paid in week 8 of the previous term to ensure the security of your child's place.

Monthly fees MUST be paid prior to the 10<sup>th</sup> of each month. Failing to pay prior to the 10<sup>th</sup>, may result in a \$25 late fee being administered. Should monthly fees continue to be paid late on a regular basis, at the discretion of the Club Director, further action may be taken.

- Non-attendance at general training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid.
- A non-refundable annual GWA sports injury insurance 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 for genuine illness and/or special circumstances. However, notification of absence must be given prior to missing the start of their normal training session. Make-up sessions cannot be guaranteed due to the lack of spaces in all classes.
- All entry fees must be paid in order for the gymnast to compete. Any gymnast not having paid will not be permitted to compete. Gymnastics squads and Club Levels gymnasts are automatically entered into the relevant competitions at the discretion of the Head Of Department. Failing to attend the competition does not entitle the member to non-payment. Fees will still be payable unless 1 months notice is given advising of non-attendance to the HOD in charge of that competition.
- Requests for refunds for entry fees may only be considered if accompanied by a doctor's certificate.

## **REFUND RULES**

The following rules will apply:

- Non-attendance at general 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 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/or 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 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.

## **ROLES AND RESPONSIBILITIES**

### **Club Owners**

1. Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints;
2. Actively promote the Company's Refund policy to all staff, customers and suppliers.
3. Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted and/or complaints can be directed to the appropriate management staff;
4. Respond promptly to any concerns with respect to the non-delivery of agreed services in-line with the Company's refund policy; &
5. Devise and implement strategies to address any on-going issues that result in the non-delivery of agreed services.

### **Staff**

1. Deliver all services to the Company's required standard and in-line with assigned duty statements and employment agreements;
2. Alert the Club Owner with respect to any agreed services not deliver and the circumstances causing this; &
3. Work responsibly and ethically at all times when representing the Club and delivering agreed services.

### **Customers/Suppliers**

1. Report the non-delivery of services to the Club Owner within a reasonable time; &
2. Provide details on the services not received and proof of purchase.

### **ADDITIONS AND CHANGES TO POLICY**

Recommended changes to this policy may be submitted to High Flyers' Club 10 Policy Officer for consideration at any time. Should changes be accepted, the policy will be updated, dated and circulated to all relevant parties concerned.

High Flyers is committed to ensuring all policies are up-to-date and reflect current times, therefore reviews are undertaken annually.

### **POLICY BREACHES AND CONSEQUENCES**

High Flyers undertakes to deal with any breaches of the Fees Policy promptly, seriously, sensitively and confidentially.

At any stage, it is the prerogative of the Club to proceed with, or dissolve, a complaint.

Should a breach arise, High Flyers will:

- a) Approach the person breaching the policy and ask him or her to abide by all the Fees Policy rules;
- b) If the breach continues on a continuous basis, a formal letter outlining any policy breaches will be submitted to the person concerned.
- c) If the breach continues after a reasonable amount of time following the formal letter admission, he or she may be asked to withdraw their child/ren from the Club and refrain from training until all fees are paid up to date (including any late fees).
- d) It is at the discretion of the Club Director to allow the child/ren to return to training upon payments being received.

### **CONFIDENTIALITY AND REPORTING**

High Flyers' administration responsible for implementing this Policy will keep confidential the names and details relating to execution of the policy and complaints, unless disclosure is:

- I. Necessary as part of the disciplinary or corrective process; &
- II. Required by law.