



TRAMPOLINE+GYMNASTICS
29 DELLAMARTA RD, WANGARA, WA 6065
9309 3500 (GYM) 9300 0485 (HOME) 9409 1464 (FAX)
Highflyers1@bigpond.com (home)
reception@highflyerswa.com (gym)
www.highflyerswa.com

CREDIT POLICY

Credits are only considered for athletes/children who have incurred the following:

- If your child is new (first term only) to High Flyers and finds that he/she is not enjoying the class that they have been enrolled into and they wish to leave, you need to email Emma Burton at the following address, highflyers1@bigpond.com . This email must be sent within the first three weeks of them starting the class. We will then refund a pro-rata amount of fees as at the date we have been informed.
- If your child/athlete is going to be away from the gym for over a month due to major illnesses, injury or hospitalisation, we will then refund a pro-rata amount of fees as at the date we have been informed. If we have space within a class and your child/athlete wants to return once they are well, this will only be possible if we have places still available. Otherwise, they will have to wait for the following term.
- If your family is relocating or moving away from the area, we will refund a pro-rata amount of fees as at the date we have been informed.

Ultimately we rely on your satisfaction. So if ever a situation occurs where you feel there's been an error or something unfair has occurred, please contact us so we may address the matter quickly and thoroughly.

To apply for a credit: An email must be sent to Emma Burton highflyers1@bigpond.com outlining the reason for the application and number of lessons missed; doctors certificate or proof of new address.

Once your credit has been approved, an email will be sent outlining the amount of credit payable to you. All approval for applications for credit is at the discretion of the Financial Director.

Please note: In the event of missed or cancelled lessons, refunds will not be granted.