



## **TERMS AND CONDITIONS**

### **FEE PAYMENT AND REFUND POLICY**

#### **PURPOSE**

The purpose of this policy is to outline the terms and conditions for payment of class fees and other expenses associated with any services delivered or facilitated by 12×12 Gymnastics Ballina Inc. This includes, but is not limited to, all gymnastics classes school holiday programs, birthday parties and any expenses associated with internal and/or external activities.

This policy applies to all current and future members of 12×12 Gymnastics Ballina Inc. who are enrolled in or participate in gymnastics activities. This policy also applies to any family members, or other person(s) responsible for payments relating to the member's gymnastics activities.

#### **MEMBERS**

All members of 12×12 Gymnastics Ballina Inc. are required to sign and agree to our Clubs terms and conditions at the time of enrolment. This process will occur at the time of the registration. By ticking the boxes provided you are agreeing to 12×12 Gymnastics Ballina Inc. Fee, Payment and Refund Policy.

#### **INVOICING, FEE STRUCTURE, OTHER CHARGES**

All members are to register online.

- Payments can be made online at the time of booking a class or on in person on the day of the class via EFTPOS.
- Members will not be able to step onto the gymnastics floor unless payments have been made.
- Birthday parties require a 20% deposit to be paid at the time of booking, with the balance payable before or on the day of the party, or as otherwise arranged with 12x12 Gymnastics Ballina Inc.
- All processing fees for online payments will be absorbed by 12×12 Gymnastics Ballina Inc. there will be no extra charges to our members.
- All members are charged the Regional Gymnastics Australia registration fee, this charge includes personal injury insurance cover as well as membership benefits.
- All families are charged our club membership fee of \$5.00 which is included in the registration fee.

#### **NON-ATTENDANCE**

If a member decides to stop attending their class, or classes altogether, they will need to inform 12×12 Gymnastics Ballina Inc. via email only. No verbal communication from parents and especially gymnasts will be accepted.



## REFUNDS

Non-attendance does not qualify for a refund or credit.

- If a class is cancelled by 12x12 Gymnastics Ballina Inc. a make-up class will be offered. If the make-up class cannot be held then a credit for the class fess will be applied to your account.
- Registration and Club membership fees are not refundable.
- We do not give refunds or issue credits for missed classes due to holidays or other events, your fees secure the position in the class.
- Holiday programs and birthday party fees are non-refundable except in the case of injury or illness. In this case a refund will be considered upon receipt of a valid medical certificate dated on the event date.