

YMCA VICTORIA POINT

Programs Fee Policy

(Updated 2017)



Term Fees

Fees are calculated on a term basis, with typically 9-11 weeks in each term and approximately 40 weeks per year, generally aligned with the public school terms. Students starting partway through the term are charged on a pro rata basis for the remaining weeks in the term. Each participant is required to pay the term fundraising levy. In most cases, fees are payable upon booking.

Re-Booking Information-

This needs to be done each term. Complete a reenrolment form with all the details and you can even pop your credit card down for ease of payment. We notify you or when rebooking can occur via email or signs around the reception. It is first in best dressed when it comes to the next term availability of classes.

Payment of Fees

- Fees are to be paid prior to or upon commencement of week 1 of the new term, or
- A payment plan is completed with your credit card details and signed. All fields need to be completed on this form. The payment plan will have 3 set dates that the withdrawal will be made. If your payment declines a **\$20.00 admin fee** will automatically be added and reception will call you for payment.
- **If there is no attendance on the first week and no fees have been paid your booking will automatically be cancelled and your spot offered to another member.**

Unpaid fees at the end of the term

Any unpaid fees at the end of the term will be sent off to our third party debt collection and the account will be charged an admin fee of \$100.00

Missing Classes

If a student misses class, leaves early or arrives late this does not entitle you to a discount or refund on fees. Your fees pay for a position in a class and the cost to the club remains the same whether you attend or not. Make up classes are available. This is the equivalent of 1 week's classes. If there is a longer time the student is to be absent – due to illness or injury – a Doctors Certificate must be presented.

There are no make up lessons available for STEP 7 and up.

Please note: The ONLY exception to full payment of fees is if a student misses more than 2 weeks of classes consecutively for a medical/illness or injury. A medical certificate will need to be provided.

Cease at your Request

If you decide not to continue, your account will be settled on a pro-rata basis from the date that written advice was received of discontinuation. Cancellation Forms can be obtained from the Programs Reception and must be approved by the Programs Manager. Forms must be completed and submitted with a minimum of 2 weeks' notice.

Club membership and registration – Gymnastics

The club membership package includes: Club Membership, Gymnastics Queensland registration, sports insurance and a club T-shirt. The membership and registration package is non-refundable. The Gymnastics Australia registration and sports insurance component is transferable between clubs but not from one gymnast to another. The club membership and Gymnastics Australia registration is valid from the date of payment until the 31st of December of that calendar year. All questions regarding fee amounts should be directed to the Programs Administration Office. Please approach coaches regarding fees. Questions related to payment of fees, outstanding fees etc. need to be directed only to the Programs Administration Office.

Refund Policy

YMCA has a **NO REFUND Policy**. Should you decide to cancel part way through a program/term your fees will be credited to your/your child's membership account to be used for alternative products, services or programs within our centre. In extreme cases Centre Management can approve a refund. Should a refund be granted, this will incur an administration fee of \$10.00

STEP 7-10 Fee Policy

Monthly Fees

Fees are payable in full upon enrolment, or by a direct debit option

STEP 7-10 are offered the option to pay fees on an in house manual direct debit system. All information is available from the Programs Administration Office. This is based over the "school term" period.

Non-attendance does not qualify you for a refund or credit. Fees include all training, extra time for competitions, public holidays, team holidays, rest days and any extra training that might be scheduled from time to time. No adjustments will be made for training days changed or cancelled by the club. New gymnasts starting part way through the term are charged on a pro rata basis.

Rejected Direct Debit incurs \$20 Admin Fee.

Other Costs

Besides the annual registration and monthly tuition fees, competitive gymnasts can expect to incur costs for; competitions and travel, clothing, hand guards and consumables and choreography. These costs tend to increase with the training hours and level of the gymnasts

Adjusted Training Hours, Sickness and Injury

In the case of an injured gymnast with adjusted training hours, or a new gymnast beginning on reduced hours, where the coordinator has set reduced hours for the gymnast. This process will require a correctly completed injury rehabilitation form from the doctor or physiotherapist.

An Absence Form must be completed. Absence due to illness or injury must be supported by a medical certificate to qualify for a pro rata credit. There are no make-up sessions in Competitive Teams.

Please note: The ONLY exception to full payment of fees is if a student misses more than 2 weeks of classes consecutively for a medical/illness or injury. A medical certificate will need to be provided

Entry Fees for Competitions and Events

In order to organise an event, including the sessions, groups, rotations, coaches, judges and support staff, the Event Manager needs to begin with the number of competitors in each level and division. For this reason we have strict closing dates and maximum numbers. If an event is not full after the closing date, in some cases, the event manager may accept late entries from a waiting list, with a late fee in addition to the entry fee.

Event Refund Policy

Refunds after the closing date will be given at the discretion of the Event Manager and will require a valid and relevant medical certificate. Refunds will be calculated to exclude any expenses incurred by the club on your behalf, which cannot be recovered. Specific refund policy information is published with each event's information.