

## KSTP FEES POLICY

**POLICY NAME:** KSTP Fees Policy  
**DATE OF ISSUE:** January 2017  
**DATE OF REVIEW:** January 2018  
**CONTROLLING BODY:** KSTP Management

Statement of Commitment	Kachan School of Tumbling & Performance is committed to providing an up-to-date facility with the highest quality equipment and services. To achieve these objectives, the club must implement fees and charges for its services and facilities.
Policy Application	This policy applies to KSTP Management, staff, volunteers, and all users of the clubs facilities and classes.
Policy Coverage	This policy serves to cover all fee development, invoicing, collection and receipting for KSTP.
Roles and Responsibilities	<p><b>KSTP Management</b></p> <ul style="list-style-type: none"> <li>• Determine the fees for each calendar year</li> <li>• Determine the procedures for invoicing, collecting and receipting of the fees.</li> <li>• Determine the procedures for collecting overdue fees.</li> <li>• Handle any disagreements, arguments and complaints associated with fees, payments and refund</li> <li>• Approve all refunds</li> </ul> <p><b>Administration Staff</b></p> <ul style="list-style-type: none"> <li>• Issue and email invoices to members</li> <li>• Collect and receipt fees</li> <li>• Provide up to date records of received and outstanding fees and payments to management</li> </ul> <p><b>Members</b></p> <ul style="list-style-type: none"> <li>• Responsible for payments of all fees owed to KSTP as per the rules outlined in this policy.</li> </ul>
Policy Rules, Breaches & Consequences	<p><b>Determining the fees</b></p> <p>KSTP Management will undertake a review of all fees charged by the club when determining the annual financial budget for the year ahead. Factors that must be considered are:</p> <ul style="list-style-type: none"> <li>• Viability of classes offered</li> <li>• Range of activities available to the public</li> <li>• Insurances and affiliations</li> <li>• Employment and wages</li> <li>• Operational costs</li> <li>• Maintenance and upgrades to current facilities</li> </ul> <p><b>Accounts</b></p> <p>All members must pay the Gymnastics New South Wales Affiliation Fee relevant to their type of membership.</p>

**Invoicing**

All invoicing will be completed by the clubs administration officers. Invoices will be sent out electronically via email.

- Invoicing will be completed prior to the last week of each school term for all continuing participants.
- A new members invoice will commence on their first class after their trial
- Participation in classes over the school holidays (squads and competitive programs only) will be included in the new terms invoice, families are reminded to advise the front desk prior to the end of term if their child is not attending classes in the forthcoming school holidays.
- Club registration will be included on the 1<sup>st</sup> invoice.
- Gymnastics NSW Affiliation Fee will be invoiced in January, prior to the commencement of classes or after the first class if joining throughout the year.

**Payments**

Payment of fees may be made by cash, cheque, direct deposit or eftpos.

- Credit Card transactions will incur 2.3% of the sale.
- Term fees, GymNSW Affiliation and Club Registration for recreation classes including KinderGym, Tiny Tumblers, GymFun, GymSkills and Triple T are to be paid on or by the first class after the free trial, unless alternate payment method has been arranged.
- A member of our administration team will call members in recreation classes during the holiday period to arrange payment prior to class re-commencing.
- Competitive programs and squads are required to pay their fees by the date stated on the invoice, unless alternate payment method has been arranged.
- If a cheque is dishonoured, all bank charges will be added to the members' account and the total must be paid in cash.
- If cheques are dishonoured 3 times, fee payments will be accepted in cash only.

**Late/Overdue Fees**

- In the first instance, KSTP encourage members to discuss a payment plan with management to avoid overdue fees.
- A statement of the overdue fees will be emailed to all members as a reminder.
- A reminder notice will be issued to all members with overdue fees.
- If payment is not forthcoming after the issue of this notice, a phone call from management will be made.
- Any fees outstanding for 60 days will result in the cancellation of membership
- No gymnast will be allowed to participate in training or competition whilst fees are outstanding, unless a payment plan has been negotiated.
- The clubs management can be contacted to discuss payment plans if required.
- If a member leaves and fees are not up to date KSTP will use the employment of a collection agency.

**Sibling Discount**

- A sibling discount is offered to families. The eldest child will pay full fee, 20% discount for second child, 40% discount for third child, 60% discount for third child and so on.
- The discount only applies to class fees, it does not include affiliation or club registration.
- The sibling discount does not include KinderGym.

**Refunds**

Non-attendance does not qualify for a refund or credit. For recreational classes, makeup classes are available within the term. For members in a squad or competitive class, no makeup classes are offered.

	<p><b>Cancellation</b></p> <ul style="list-style-type: none"> <li>• If a class is cancelled by the club, a make-up class will be offered. If the make-up class cannot be held, a pro rata adjusted credit of term fees will be made to your account.</li> </ul> <p><b>Illness</b></p> <ul style="list-style-type: none"> <li>• Credit or refund may be applied for in writing to the Manager if illness extends 2 or more weeks. Any such claim must be accompanied by a medical certificate.</li> </ul> <p><b>Injury</b></p> <ul style="list-style-type: none"> <li>• Credit or refund may be applied for in writing to the Manager if injury extends 2 or more weeks. Any such claim must be accompanied by a medical certificate. The athlete is required to provide a clearance from a doctor or specialist and will need to pass a fitness test by their coach, prior to returning to training.</li> </ul> <p><b>Family Holidays</b></p> <ul style="list-style-type: none"> <li>• Inability to attend due to holidays being taken during scheduled class times will not automatically entitle the family to a refund or credit. Where management deems sufficient notice has been given a credit may be applied.</li> </ul> <p><b>Ceasing at our Request</b></p> <ul style="list-style-type: none"> <li>• If the club discontinues a program, withdraws a position or requests a member be removed from a program, the members' account will be given a pro rata adjusted credit or refund for the balance of fees. Club registration and Gymnastics NSW Affiliation is non-refundable.</li> </ul> <p><b>Voluntary Withdrawal</b></p> <ul style="list-style-type: none"> <li>• There will be no refund on term fees once the term has commenced, this includes; if a child changes their mind, our program clashes with another sport or they have been off sick.</li> </ul> <p><b>Suspension</b></p> <ul style="list-style-type: none"> <li>• Absence due to suspension as a disciplinary measure will not entitle the member to any refund or credit as a position in the class is being held for the person whilst on suspension. Should the member withdraw for the program during a period of suspension, the usual voluntary withdrawal policy will apply (see above).</li> </ul> <p><b>Clothing and Merchandise</b></p> <ul style="list-style-type: none"> <li>• Providing current merchandise and/or clothing is in re-sale condition KSTP will buy the item back at half the original price.</li> </ul>
Confidentiality and Reporting	KSTP Management and administration responsible for implementing this policy will keep confidential the names and details of all members