

## KSTP FEES POLICY

<b>POLICY NAME:</b>	KSTP Fees Policy
<b>DATE OF ISSUE:</b>	February 2018
<b>DATE OF REVIEW:</b>	November 2022
<b>DATE OF NEXT REVIEW:</b>	November 2023
<b>CONTROLLING BODY:</b>	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 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 club's 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.
- Recreation programs run as per the school term, classes are paid for in a ten week block.
- Competition programs train throughout the holidays. All families will be invoiced in 11 week blocks, giving families 4 weeks a year to do makeup classes for any missed classes for holidays, illness, or competitions
- 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.
- If continuing membership into a new year a \$12 renewal fee will be added to the Gymnastics NSW Affiliation invoice.

**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 Open T & T are to be paid on or by the first class after the free trial, unless alternate payment method has been arranged with Vicky in accounts.
- 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 club's 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, 30% discount for third child, 40% 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.

	<ul style="list-style-type: none"> <li>For members in a squad or competitive class, no makeup classes are offered unless there is an extra day available in your class schedule.</li> </ul> <p><b>Public Holidays</b></p> <p>If a public holiday falls on your child's training day the following will apply</p> <ul style="list-style-type: none"> <li>Under 5's will be credited</li> <li>Recreation classes will be offered a makeup class, no credits will be offered</li> <li>For members in a squad or competitive class, no makeup classes are offered unless there is an extra day available in your class schedule.</li> </ul> <p><b>School Holidays</b></p> <ul style="list-style-type: none"> <li>Under 5's and recreation do not have classes in the holidays</li> <li>Squads and competitive programs continue through the holidays. There is no credit for missed classes in the holidays. Instead, invoices will be done in a 11 week block which allows for makeup classes for any missed classes due to vacation.</li> </ul> <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> <li>If a make-up class cannot be attended, there is no credit or refund provided.</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 paid vacation 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 – Mid Term</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>Not Returning</b></p> <ul style="list-style-type: none"> <li>KSTP automatically re-enrol students in their class each term, it is a requirement that families advise if their child is 'not returning' for the next term. If notice is not provided a two week cancellation fee will be charged for holding the spot.</li> <li>Notice can be given by completing the JotForm that is sent out by email or sending a email or text message prior to the start of the term</li> </ul>
Confidentiality and	KSTP Management and administration responsible for implementing this policy will keep

Reporting	confidential the names and details of all members
-----------	---