



TWISTERS GYMNASTICS FEE POLICY 2019 NORTHCOTE

Your Direct Debit Membership enrolls your child as a Twisters Gymnastics Member and pays for your child's place in their allocated class time and day, regardless of attendance. Once you have registered, your child's Membership is ongoing until a *Membership Cancellation Form* is lodged with the Twisters office.

Twisters runs alongside Victorian school terms with Monday marking the start of the week 'according to the International Organization for Standardization ISO 8601, Sunday is the seventh and last day of the week.'

1. Monthly Memberships:

Term fees are paid by monthly instalments. Credit card details must be completed in our Parent Portal for automatic processing on the 1st of each month. Your direct debit will continue each month, automatically, until a *Membership Cancellation Form* is received.

2. Monthly Membership and Annual Registration Fees:

The monthly direct debit membership fee is calculated as the total number of classes throughout the year, for your child's enrolment, divided by 11 monthly payments (1st February through to 1st December). There will not be a direct debit payment charged in January, as there are no classes held while our holiday program is running. Fees are placed onto accounts on the 25th of each month, or the previous Friday if this date falls on a weekend.

All new gymnasts starting mid-month will be charged on a pro rata basis, with normal monthly billing for future instalments.

If you would prefer, you always have the option to pay at the front desk by EFTPOS or cash, or you can arrange for a bank transfer, to be received by Twisters by the due date (keep in mind that with bank transfers it can take 3 – 4 business days to complete) or your credit card details *will* be processed to cover the monthly amount.

At the end of each calendar year, a Gymnastics Victoria Insurance and Registration fee will be charged (Tiny Tornadoes \$40, Badge & Stars \$75, Competitive \$95) as a holding deposit for the following year. This amount will be charged to you separate from your monthly membership amounts. The deposit is fully refundable if the office is notified of your cancellation via email by Monday 14th January, 2019.

If you are a new member to Twisters, the insurance and registration fee will be charged when you initially sign up. This fee is due in entirety regardless of how long a gymnast stays with the club. This charge is billed in addition to your tuition fees and is required, in full, with your first monthly instalment.

3. Class Cancellation:

You can drop out of your enrolled class at any time. We require 14-days' notice, which must be given in writing, either by email to admin@twistersgym.com.au, or by filling out a *Membership Cancellation Form* at our front desk. This form can also be found on our website under 'Policies and Procedures', so that you can download and fill out the form ahead of time.

Once this form, or your email has been received, you will get a confirmation via email of your child's last class. After this date, provided your account has been paid in full (including the notice period) all payment details will be completely removed from our system.

Please note: our office is open Monday to Friday, apart from public holidays. If you request to cancel your child's enrolment after 2pm on a Friday, the cancellation will not be processed until the following Monday.

4. Declined Direct Debits:

The office will notify you as soon as possible if there are any problems with your direct debit payment. A \$10 administration fee occurs for **each** rejected payment. After the second failed attempt, the gymnast will not be allowed to attend until payment, including any additional late fees are received in full – no pay, no play.

5. Injuries, Illness and Holidays:

Twisters offers 4 make up classes per year (see below). Gymnasts who miss training session are not entitled to a fee reduction. However, upon application to the business owner, if a gymnast is sick, injured or away on holidays for four, or more, consecutive weeks, and the club is notified at the beginning of the period missed, then parents may be offered a 50% credit for the classes missed, to go towards the following terms direct debit instalment. The club will absorb the other 50% of the fee cost to hold your child's spot until they're able to return to class.

6. Public Holidays:

Parents do not pay (nor are classes held) on public holidays. Gymnasts who have a class that falls on a public holiday will have the value of that lesson credited to their account prior to the next instalment being processed.

7. Discounts:

If you have three or more children enrolled with us, you will receive a 10% discount on the lesser account. This amount will be directly applied to your membership once you've enrolled your third child through the Parent Portal.

8. Make Up Lessons:

All Twisters members are entitled to 4 make up classes per year, which may be used in any appropriate class (for your child's age, skill level and hourly commitment), where this an available space. These make up classes may be used consecutively or spaced throughout the year. Make up classes do not roll over to the following year if unused and discount will not be given if you're unable to organise an appropriate make up class. Make up classes have no monetary value and therefore need to be used while your child is still enrolled in a class with Twisters. Please email or call our office to book your session.

Please note that in the case of a public holiday, you are not charged for these classes and therefore your child is not entitled to a make-up class for that particular session.

9. Membership Agreement Terms and Conditions Disclaimers:

1. I hereby consent to my child participating in club activities. I understand that every endeavor will be made to contact me prior to any medical attention being given. Where it is not practical to contact me, I hereby authorise the First Aid Officer, or designated representative of Twisters Gymnastics, to seek medical intervention (including treatment, emergency transport, hospitalisation, anaesthesia and medication) in the event of any accident, mishap or illness during my child's participation in the program throughout the year. I understand that these services will be sought at my expense and as deemed necessary and/or appropriate by the Coaching Team of Twisters Gymnastics.
2. I consent to my credit card being charged by Twisters (for any trial bookings, I understand that my card will be charged 1 week after my first class unless I have provided Twisters with written cancellation) and understand it is my responsibility to ensure there are sufficient funds available for the monthly membership withdrawal. For any declined payments, a \$10 fee will be charged (per attempt) to cover the additional administration and bank costs involved. After the second failed attempt, the gymnast will not be allowed to attend class until payment, including any additional declined fees are received in full – 'no pay, no play'.
3. I understand that payments will continue to be taken from my credit card until I have provided Twisters Gymnastics with 14 days written notice of my cancellation, no payments will be taken from this account after the last class date confirmed via email by Twisters.
4. For ALL wait lists, including holiday program, Twisters will contact you if and when a spot becomes available; your card details need to be in our system in order to be placed on the wait list but you will NOT be charged until you've confirmed our offer. For holiday programs only, I understand that my credit card will be charged within 24 hours after I've placed an online booking as a means of confirming my child's place in the program.

If you have any further questions, please get in touch via email on admin@twistersgym.com.au, call the office on 03 9489 1100 or stop by the front desk; we're always happy to help.