



TWISTERS GYMNASTICS FEE POLICY TORQUAY

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 you cancel your membership via the portal.

Twisters Torquay classes operate from the second week in January through to the second to last week in December, including school holiday periods, 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. Frequency of fees:

Class fees are paid either by fortnightly or monthly instalments, as selected by you upon enrolment. Fortnightly fees are charged at a slightly higher rate to account for additional processing fees. Credit card or direct debit details must be completed in our Parent Portal for automatic processing upon enrolment. Ongoing fees are processed 7 days ahead of the billing period and is dependent on your day of enrolment. If you have children enrolled on different days, their scheduled billing will be according to the day each child attends Twisters, meaning fees will be deducted on different days for each child. Your direct debit will continue each fortnight/month, automatically, until you have cancelled your membership via the portal (subject to cancellation period).

2. Monthly Membership and Annual Club Fees:

For all our program fees, please [visit our website](#).

Fees are charged immediately upon enrolment, and then 7 days in advance of the next billing period (month or fortnight, dependent on elected schedule). Fortnightly fees are charged at a slightly higher rate than monthly fees to account for additional processing fees.

An Annual Club Fee, for insurance and registration, will be charged upon enrolment (\$30 per recreational gymnastics or AGC competitive member, and \$100 per other competitive gymnastics member), and then annually at the end of the year as a holding deposit for the following year's enrolment.

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, preferably through the Parent Portal. Anyone experiencing difficulty using the portal can email their cancellation notice to admin@twistersgym.com.au.

Once the portal request, 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 removed from our system.

4. Declined Monthly Membership Direct Debits:

Tribe processes payments a week *before* your selected billing period, so that any failed payments can be sorted out before your child attends. It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made, in accordance with the Direct Debit Request. If there are insufficient clear funds in your account to meet a debit payment, you may be charged a fee and/or interest by your financial institution, and/or you may also incur fees or charges imposed or incurred by us.

5. Injuries, Illness, Holidays and Other Commitments:

Twisters offers **unlimited make-up classes** for absences notified in advance. Make-up Vouchers are automatically generated whenever you enter a future absence (through the parent portal), that your child will miss a class due to health reasons, a trip away or some other commitment. Make-up Vouchers expire after 90-days.



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Gymnasts who miss a training session are not entitled to a fee reduction, nor will they receive a credit for any missed classes. 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 before the period of absence, then parents may be offered a 50% credit for the classes missed, to go towards the next billing period's direct debit instalment. The club will absorb the other 50% of the fee cost to hold your child's spot until they are able to return to class.

6. Public Holidays:

Parents do not pay (nor are classes held) on public holidays. Members who have a class that falls on a public holiday will not be charged for the public holiday class.

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:

Twisters offers unlimited make-up classes for absences notified in advance. Make-up vouchers are a courtesy gesture to allow the missed class to be made up at an alternative time and do not incur a credit to your account. They are automatically generated whenever you enter a future absence (through the parent portal), indicating that your child will miss a class due to health reasons, a trip away or some other commitment. Advance notice of your absence is required to open up the spot for another gymnast to do a make-up class. Non-attendance without prior notice will result in your child being marked absent by the coach and a make-up token will not be issued. Vouchers expire after 90-days and the use of makeup vouchers is only available for the duration of your current membership. Make up classes are forfeited after withdrawal and may not be transferred, used in lieu of membership, refunded or cancelled once booked. These make-up classes can be used in any appropriate class (for your child's age, skill level and hourly commitment), where there is an available space.

Make-up classes must be booked within the week you'd like to attend; they cannot be scheduled more than 7-days in advance. A discount will not be given if you are unable to organise an appropriate make-up class, nor can vouchers be transferred to another Twisters member, including siblings).

Make-up vouchers hold no monetary value and therefore need to be used while your child is still enrolled with Twisters. As they are a courtesy class and not a credit amount, they cannot be used in lieu of fees. Please use our Parent Portal via the website to utilise your vouchers for a make-up session, or contact the office via email, website chat, or in person for assistance.

Please note that in the case of a public holiday, classes do not run and you are not charged for any class, therefore your child will not receive a make-up voucher.

9. Suspension Period:

Twisters Torquay classes run year-round. Each Twisters member is entitled to use a 2-week holiday suspension of their membership each year, which must be used as a 2-week block. The value of the classes missed, during the 2-weeks suspension, will be credited to your account. Note that your child will not be able to attend class during the 2-week suspension period.

Twisters requires a minimum 7-days' notice, prior to any suspension, which must be requested through the



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parent portal. Once the request has been received, confirmation will be provided by Twisters.

10. 14-Day Money-Back Guarantee

Our 14-Day Money-Back Guarantee is available to new students commencing classes with Twisters Gymnastics for the first time.

If, within the first 14 days of their initial enrolment, you decide that gymnastics is not the right fit, you may request a refund of eligible fees paid, subject to the terms below.

Returning students are not eligible for the 14-Day Money-Back Guarantee. This includes students who have previously attended Twisters Gymnastics and later re-enrol, regardless of how long they have been away.

The 14-day period begins from the student's first class following their initial enrolment as a new student.

The guarantee does not reset or restart when a returning student re-enrols, changes locations, changes classes, or recommences after a period away from Twisters Gymnastics.

All cancellation requests must be made within the applicable 14-day period. Requests received after this period are subject to Twisters Gymnastics' standard cancellation terms and notice requirements.

11. Membership Agreement Terms and Conditions Disclaimers:

1. I hereby consent to my child participating in club activities. I understand that every endeavour 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, & 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/direct debit account being charged by Twisters 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 fortnightly fees are charged at a slightly higher rate than monthly fees to account for additional processing fees, and accept those additional charges if I have selected the fortnightly option.
4. I understand that if I have signed up for a regular class, payments will continue to be taken from my credit card/direct debit account 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.
5. I understand that make-up tokens are given as a courtesy for when my child has had to miss their class for whatever reason (provided that I give prior notification of at least hour prior to the starting time of the class), and that they do not hold any monetary value and cannot be used in lieu of membership fees.
6. For ALL wait lists, including holiday program, if and when a spot becomes available, you will receive an automated offer for that spot; your card/account details need to be in the system in order to be placed on the waitlist but you will NOT be charged until you've confirmed the offer and agreed to the contract.

If you have any further questions, please get in touch via email on admin@twistersgym.com.au, we're always happy to help.