



COMPANY POLICY

Purpose	STATEMENT OF COMMITMENT South Coast Gymnastics Academy 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	POLICY APPLICATION This policy applies to the South Coast Gymnastics Academy Board of Management, staff, volunteers and all users of the club's facilities and classes. POLICY COVERAGE This policy serves to cover all competition entry fees, invoicing, collection and receipts for South Coast Gymnastics Academy. ROLES AND RESPONSIBILITIES Operational Team Members • Determine the fees for each calendar year. • Determine the procedures for invoicing, collecting and receipting the fees. • Determine the procedures for collecting overdue fees. Operational Team Manager • Ensures all staff are following the correct procedures. • Handle any disagreements, arguments and complaints associated with fees, payments and refunds. • Approve all refunds. Staff & Volunteers • Write and send invoices. • Collect and receipt Competition entry fees. • Provide up-to-date records of received and outstanding fees and payments.

Members

- Responsible for payment of all competition entry fees owed to South Coast Gymnastics Academy as per the rules outlined in this policy. Entry into any competitions confirms member's acceptance of the SCGA Fees Policy.

POLICY RULES, BREACHES AND CONSEQUENCES

DETERMINING THE COMPETITION ENTRY FEES

The Operational Team will undertake a review of all competition entry fees charged by the club when determining the annual financial budget for the year ahead. Factors that must be considered are:

- Viability of competition entry.
- Range of competitions for qualification purposes.
- Employment of staff to take competitors around competition.
 - Staff travel allowances.
- Staff travel allowances.
- Staff meals allowances.

Any changes in fees for the forthcoming year will be distributed to the members each December.

PAYMENTS

- SCGA is a member of the Active Kids & Creative Kids Government rebate. If you have applied for an Active Kids or Creative Kids voucher and wish to use your voucher at our club, you may do so by emailing a copy of the voucher/s you wish to use to administration. You will then have a \$100 credit applied to your account fees (per voucher). Terms and conditions apply for use of Active Kids and Creative Kids Vouchers.
- Payment of fees must be made by either a valid card account or valid bank account and will be set up to automatically deduct due payments for due invoices. Card details or banking account details must be securely recorded on file (for any enrollment bookings for more than one lesson) and payments will be debited for each due invoice by the due date.
- Available account credited amounts will be applied to fees due, depending on what type of credit is available. Some credited amounts, such as Active Kids or Creative Kids vouchers are only redeemable for enrollments of 5 sessions or more and are non-refundable.
- SCGA Coupons, gift cards, KidzBreak Holiday Clinic Coupons etc, may be used as a form of payment (subject to terms and conditions). All gift cards and coupons must be supplied to the front office to be cited, processed and applied as a credit to your account. Terms and conditions apply for use of coupons and gift cards.
- There is no refund on competition entry fees once the closing date has passed. This includes no-shows, holiday leave or other absences. Medical exemption may be applicable upon request with sufficient evidence provided, however, withdrawal fees may be required depending on the event and host entry rules.
- General Community accounts are to be paid within 14 days of the date of the invoice.

LATE/OVERDUE FEES

- Accounts not paid 14 days after the due date of the issued invoice will be sent a late fee notice by email. This will incur a \$25 late fee added to the invoice. • Failure to make full payment within 14 days of the late fee notice will incur a further \$25 late fee added to the account. All further participation in classes at the club will cease from this second notice until all overdue fees are paid in full.
- Any fees outstanding by 30 days from the initial invoiced amount will result in the

cancellation of SCGA registration and classes and will be referred to the employment of a debt collection agency and all costs associated from the hire of the collection agency will be passed onto the members account.

- If a member has had their SCGA registration cancelled, that account will not be allowed to participate in training, member events, competitions and other programs whilst fees are outstanding, unless a payment plan has been negotiated.
- The club's Operational Team Manager can be contacted to discuss payment plans if required via email admin@scga.com.au or phoning 0242275722.

CANCELLATION FEES

- If you wish to withdraw your child/ren from a competition or event, we require this to be processed prior to the closing date (subject to the Voluntary Withdrawal clause) This can be done by request through our online portal or via email to administration. No cancellation fee will incur if withdrawal is prior to the closing date of the event.
- Failure to give notification requests to office administration by the time of withdrawal will result in a full entry fee charged to your account.

REFUNDS

Non-attendance does not qualify for a refund or credit. This is determined at the discretion of the member, not by the Club.

- ***Cancellation***

- If a competition is cancelled by the club, the club will offer an adjusted credit to your account.

- ***Injury or Illness***

- There is no refund for absence from classes due to injury (unless medical exemption applies). A medical withdrawal can be requested in writing to the Office Administration if absence is due to an injury or illness. Any such claim must be accompanied by sufficient evidence including but not limited to a medical certificate from the medical practitioner. There may be a withdrawal fee associated with medical withdrawals. This is at the discretion of the host club or organisation of the event.

- ***Family Holidays***

- Inability to attend due to holidays being taken during confirmed competition attendance will not entitle the family to a refund, or credit unless confirmed prior to the closing date. This is determined at the discretion of the member, not by the club.

- ***Ceasing at our Request***

- If the club discontinues an event, 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.

- ***Voluntary Withdrawal***

- Should the member decide not to continue with their event enrollment all outstanding fees associated with the member must be finalised. Full entry fee for the event will incur if withdrawal is after the closing date.

- ***Clothing and Merchandise***

- No refunds or credit will be given for merchandise or clothing purchased in the club. However, exchanges may be made within a 14 day period if goods are damaged.

	CONFIDENTIALITY AND REPORTING The South Coast Gymnastics Academy management and administration responsible for implementing this policy will keep confidential the names and details of all members and their payments unless disclosure is necessary for entry to competitions, insurance purposes, by Gymnastics NSW, or as part of the disciplinary or corrective process in the event of a breach of policy. A report of all received and outstanding fees will be completed by the club administrators at the end of each month and provided to the Operational Team Manager for review.
Responsible	SCGA Management and Program Team Leader

POLICY VERSION AND REVISION INFORMATION

Policy Authorised by: Liz Medway
Title: Operational Team Manager

Policy Maintained by: Liz Medway/Shelly McGregor
Title: Operational Team Members
Current version completed on 25/09/2026
Review date: 01/12/2027

Approved: Liz Medway

SCGA Fee Policy – Members Acceptance

I have read and understand all of the above Competition Fee Policy and understand that my child/ren's participation in competition events is acceptance of my agreement to this Policy.

Name: _____ Date: _____

Signed: _____