



# **SPRINGWOOD & DISTRICT CITIZENS BOYS AND GIRLS CLUB FEES AND REFUND POLICY**

**POLICY NAME:** SPRINGWOOD BOYS AND GIRLS CLUB Fees Policy  
**DATE OF ISSUE:** September 2019  
**DATE OF REVIEW:** September 2022 (unless earlier review required)  
**CONTROLLING BODY:** SPRINGWOOD BOYS AND GIRLS CLUB - Management Committee

## **1. STATEMENT OF COMMITMENT**

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Springwood Boys and Girls Club is committed to providing the opportunity for all to participate in affordable, healthy, fun activity and to promote and encourage participation in gymnastics and related sports housed within a safe, 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. Included in this policy are lists of circumstances in which a refund will be made and if any charges are to be deducted.

## **2. POLICY APPLICATION**

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This policy applies to the Springwood Boys and Girls Club Management Committee, staff, volunteers and all users of the clubs facilities and classes.

## **3. POLICY COVERAGE**

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This policy serves to cover all fee development, invoicing, collection and receipting and refunds for Springwood Boys and Girls Club.

## **4. ROLES AND RESPONSIBILITIES**

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### **Management Committee**

- Ensure correct procedures are followed
- Determine the fees for each calendar year.
- Determine the procedures for invoicing, collecting and receipting of the fees.
- Determine the procedures for collecting overdue fees.
- Approve reductions in term fees for extra-ordinary circumstances and on compassionate grounds.
- Handle any disagreements, arguments and complaints associated with fees, payments and refunds.
- Approve refunds as requested in writing
- Approve fee relief for those experiencing financial challenges

### **Club Registrar**

- Write and distribute member invoices.
- Collect and receipt fees in Club's database records.
- Negotiate and approve payment plans for outstanding term fees.
- Maintain up-to-date records of received and outstanding fees and payments.

### **Club Treasurer**

- Write and distribute general community invoices
- Receipt fees received from General Community Fees in accounting database and issue receipts to recipients.

### **Hall Bookings Officer**

- Write and distribute invoice to hall hirers.
- Negotiate and approve payment plans for Hall Hire outstanding payments.
- Provide up to date records of issued, received and outstanding fees and payments.

### **Members/Participants**

- Responsible for payment of all fees owed to Springwood Boys and Girls Club in a timely manner as per the rules outlined in this policy.

## **5. POLICY RULES, BREACHES AND CONSEQUENCES**

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### **DETERMINING THE FEES**

The Management Committee 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:

- Viability of classes offered.
- Range of activities available to the public.
- Insurances and affiliation costs.
- Employment and wages.
- Operational costs.
- Maintenance and upgrades to current facilities.

The fees for the forthcoming school term will be distributed to the members prior to the end of each preceding term or at time of registration. The due date will be clearly provided.

### **ACCOUNTS**

There are 2 identified account groups that utilise the clubs facilities. Invoicing is determined according to these groups.

- *Members*

Term Accounts are those members who participate in scheduled classes.

All members must pay the Gymnastics New South Wales Affiliation Fee relevant to their type of membership.

There are miscellaneous costs such as Trials, Assessments, Bring a Friend and other special activities which require payment prior to participation in the activity.

- *General Community*

General Community Accounts covers all other community groups, sporting bodies and gymnastics clubs wishing to hire the clubs facilities and/or coaches.

### **INVOICING**

Invoicing for members will be completed by the club's Registrar. Invoices are emailed to each family prior to the end of each term. If there is no email address, these may be posted.

Invoicing for the general community will be completed by the club's Treasurer or Hall Booking Officer and posted or emailed to the Hall Hirer for payment.

- *Term Accounts*
  - Invoicing will be completed by the 3<sup>rd</sup> last week of the proceeding school term for all continuing participants and by the 2<sup>nd</sup> week of participation for all new members.
  - A full term is charged when a new member commences within the 1<sup>st</sup> 5weeks of the term. A half term fee is charged from week 6 onwards.
- *Other Expenses*
  - Participation in a competition will be charged separately at the time of the event.
  - Participation in special events such as a school holiday program, games night, workshop, display performance or other similar activities will be charged separately at the time of the event. Payment must be received prior to or at the time of event or entry will be denied.
  - Invoicing for club uniforms such as tee-shirt, leotard, tracksuit and sports bag will incur a separate fee and must be paid in advance before the order for goods will be placed. Receipts will be shown on the invoice/statement issued at the end of each school term.
- *Gymnastics New South Wales Affiliation Fee*
  - This fee will appear on the 1st invoice/statement a member receives each year.
- *General Community Accounts*
  - Bookings and invoicing for Hall Hire will be completed by the club's Hall Hire Officer. There are three types of Hall Hire Agreements.
  - Regular Bookings – Invoices are emailed during the school holiday period prior to the forthcoming term. All invoices have a 14 day payment period, and will be due by the 2<sup>nd</sup> Friday of the new term.
  - Event and Casual Hire – Invoices will be issued upon acceptance of the hall hire application, unless otherwise determined by the Management Committee.

## **PAYMENT**

If a cheque is dishonoured, all bank charges will be added to the cheque owner's account and the total must be paid in cash. If cheques are dishonoured 3 times, payments will be accepted in cash only for the remainder of the school year.

- *Term Accounts*
  - Payment of fees may be made by cash, cheque or internet funds transfer. Cash payments must be shown to Class Coach or assistant for notarising before being placed in the fees box.
  - Term fees are to be paid within 14 days of receiving the invoice.
  - Receipts will be shown on the invoice/statement issued at the end of each school term.
- *General Community Accounts*
  - Payment of fees may be made by cash, cheque or internet funds transfer. Cash payments must be handed to the Hall Hire Committee Member for notarising against records before being placed in the fees box.
  - Accounts are to be paid within 30 days of the date of the invoice.
  - Receipts will be posted to Hall Hirer within 30 days of monies being received.

## **LATE/OVERDUE FEES**

- A notice will be issued to all members or general accounts with overdue fees. The new invoice will include the overdue amount and late fee.
- 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 Registrar is to be contacted in writing to negotiate a payment plan prior to the due date if required. Requests can be submitted 1) in person, 2) via the club's email address or 3) via post.
- Any fees outstanding may result in the suspension of membership and placement in class offered to the next available person from the waiting list
- Any fees outstanding for 3 months after due date for payment will automatically cease to be a member of the Club.

## REFUNDS

Non-attendance does not qualify for a refund or credit.

All requests for refunds must be received in writing or email. These will be submitted for approval at the next Committee Meeting. Communication regarding the refund and payment details will be sent within 1 week of the meeting.

- *Cancellation*
  - If a class is cancelled by the club, no make-up class will be offered.
- *Illness*
  - Credit or refund may be applied for in writing to the Executive Committee if illness extends 2 or more weeks. Any such claim must be accompanied by a medical certificate.
- *Injury*
  - Credit or refund may be applied for in writing to the Executive Committee if injury extends 2 or more weeks. Any such claim must be accompanied by a medical certificate. Prior to returning to class, a doctor's certificate will need to be submitted giving the gymnast clearance to re-commence training. Depending on the injury or elapsed time the gymnast may need to pass a fitness test by their coach to participate fully in class.
- *Family Holidays*
  - Inability to attend due to holidays being taken during scheduled class times will not entitle the family to a refund or credit at any time.
- *Ceasing at our Request*
  - 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.
- *Voluntary Withdrawal*
  - Should the member decide not to continue to the end of term, term fees and Gymnastics New South Wales Affiliation is non-refundable.
  - Should the member decide not to continue into the next term and fail to notify the Club of withdrawal before the cessation of current term, a full terms fee will be chargeable and must be paid before member can rejoin the Club.
- *Suspension*
  - 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 that person whilst on suspension. Should the member withdraw from the program during a period of suspension, the usual Voluntary Withdrawal Policy will apply (see above).
- *Clothing and Merchandise*
  - Credit certificates will be given for Club Competition Leotards returned to the club in good order and condition for the purpose of re-sale. Exchanges may be made within a 14 day period if goods are damaged or are the incorrect size.
- *Hall Hire*
  - Four weeks advanced written notification is required of any changes to the Hall Hire agreement in order to be eligible for a refund of charges paid.

## **6. CONFIDENTIALITY AND REPORTING**

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The Springwood Boys and Girls Club 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 outstanding fees and payment plans will be completed by the club's Registrar at the end of each term and provided to the Executive Committee for review.