

FEES POLICY

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SCGC Management System

Prepared for SCGC Committee & Employees



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Approved by the Committee

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President

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Date

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1 Introduction

1.1 Purpose

The purpose of this document is to detail the Club's fees policy for the information of its Members.

1.2 Scope

The document covers the establishment of the fee structure within the Club and the associated refunds policy.

2 Policy statement

2.1 Term Fees - General

The Club fee policy fully recognises the non-profit basis of the Club while also recognising the fundamental requirement for the fees to cover the Club's operational costs and to also allow for growth and development.

The term fees are based on a fixed element for costs associated with insurance and GACT/GA registrations and a variable element based on the Club's operating costs and contingency levels.

The fees will include a fund-raising levy.

Term fees are to be set on a "whole of Club" basis which means that the fees for the more populated elements of the Club are used to subsidise the higher levels of the Club which generally have far fewer members. In this way the Club ensures the fees are affordable across the whole of the Club.

The Club fees are set by the Committee on a School term basis.

2.2 Term Fees - Specific

Specific policy elements are as follows:

- a. A nominated deposit must be received in order to secure a child's place in a class. This deposit will be determined on a term by term basis by the General Manager and approved by the Committee; the applicable deposit is to include the insurance and registration fee for the following year..
- b. Forms are NOT to be accepted by the front desk staff without a deposit.
- c. Fees are to be paid in full in the first two weeks of term for existing members and by the 3rd lesson for new members.
- d. If fees are paid at the correct time families will pay the scheduled fee. If fees are paid after the second week of term a penalty will be incurred. If fees are still not paid by week five of term an additional penalty fee will be added (amounts to be determined by the Committee and are subject to change annually) – the specific late payment penalties will be clearly advised within the gym and to all new members..
- e. For families paying the nominated family total; if fees are not paid on time the right to this discount will be forfeited and the full fees for all children will apply.

- f. A payment plan will be available, on a case by case basis, for those families who require it. Such a plan is to be defined by the Centre Manager which details the associated payment schedule. If payments are not made at the scheduled time full fees must be paid before any child can be allowed to continue. This option is to be freely provided to all prospective members.

2.3 Refunds, Discounts and Make Ups

- a. The fixed element of the fees is not refundable (refer to paragraph 2.1).
- b. Make up classes are to be conducted during the current term.
- c. Credit for future classes or refunds will be available if a gymnast misses several lessons (>60% of the term) due to medical reasons (a medical certificate must be provided).
- d. From week 7 in each term, all fees must be paid in full by all Members.
- e. Discounts are as follows:
 - a. 1st + 2nd child pay full fees,
 - b. 3rd child receives 30% off,
 - c. 4th child receives 40% off, and
 - d. 5th child receives 50% off.

NOTE: these discounts may be varied from time to time by the Committee with the new discounts being advised accordingly to all new applicable members.
- f. Registration / insurance are not to be discounted.
- g. Fees will be reduced for late starters. The amount of reduction will be set by the management and may be changed at any time.

3 Application

This policy applies to all Club Members.

4 Policy Breaches

The Club has a Complaints Handling Procedure and will deal with any complaints about breaches of this Policy promptly, seriously, sensitively and confidentially. The Club recognises that natural justice is the minimum standard of fairness to be applied in the investigation and adjudication of a complaint.

Disciplinary action will be taken by the Club against anyone who:

- Is found to be in breach of this Policy;
- Victimises or retaliates against a person who has complained of a breach of this Policy; and
- Is found to have made a frivolous complaint.

The discipline will depend on the severity of the case and may involve an apology, counselling, suspension, dismissal or other form of action.

5 Confidentiality and Reporting

The Club administration responsible for implementing this Policy will keep confidential the names and details relating to complaints, unless disclosure is:

- a. Necessary as part of the disciplinary or corrective process; &
- b. Required by law.

6 Key Role

Committee members and senior managers are responsible for implementing this policy.

7 Policy owner

The General Manager is the owner of this policy and is responsible for its maintenance.

8 Revision/Review record

Date	Issue	Author	Description of Revision
06 Jan 06	1.0	Bob Weight	First issue.
04 Jan 07	1.1	Bob Weight	Update after 2007 Planning Meeting
04 Jan 08	1.2	Bob Weight	Add Breaches – update for Star 3 submission
20 Sep 10	1.3	Bob Weight	Annual Review – Minor Changes
21 Nov 10	1.3	Bob Weight	Annual Review – No changes