



MYC Gymnastics
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Fees Policy

2023

FEES POLICY

This policy applies to all services provided by MYC Gymnastics as part of its daily business operations, undertaken by The President, Committee, Administrators and/or employees in their dealings with customers and suppliers.

Adoption of this policy will ensure MYC Gymnastics can continue to conduct their business with integrity and in accordance with community and business ethical standards of behavior.

POLICY COVERAGE

All activities undertaken by MYC Gymnastics as part of its day-to-day operations, including conduct of competitions/events, daily gymnastics lessons and other related member services are incorporated.

Fee structure is given to parents at the end of each year or at the time of registration of a new gymnast.

Fees policy is also available on the MYC Gymnastics website.

Annual enrolment fees (non-refundable) include (refer Attachment 1 & 2):

- MYC Membership
- Gymnastics Victoria Fees
- Equipment Levy
- Administration Fees

Other Fees invoiced as appropriate may include, but not limited to:

- Competitions
- Special Events
- Camps
- Uniform
- Zoom Sessions and Other Programs

CLASS FEES

MAG/WAG Programs (Division 1 & 2) – Refer Attachment 1:

Fees are calculated on a yearly basis, based on the number of hours per week and number of weeks per year of training for the group a gymnast is in. Classes will run for 43-48 weeks in 2023.

The annual cost of the class training fees will be divided into **12 equal monthly payments**. An estimate of fees will be available in January.

An adjustment will be made for Public Holidays for gymnasts who attend **one session only** per week and will be applied to the monthly invoice.

Attendance at all sessions is required to maintain a place in that squad including training during regular term breaks.

Session times may be cancelled or adjusted in the interest of the gymnast/group/squad at the discretion of the Program Manager.

Other internal and external services regularly included to support particular squads or classes may be invoiced with class fees, such as Physiotherapy, these will be advised in advance.

Fees will be invoiced monthly and are payable by direct debit (scheduled 17th of the month), in person or via a third-party company, electronic transfer, cash or as per arrangement. Please note a payment fee may be charged when a third party is collecting payments.

A family discount of 10% applies for siblings. The child with the most hours will pay full fees, 2nd and subsequent siblings will attract the 10% discount. The discount does not apply if one child is doing school age gymnastics, and another is doing KinderGym.

- **Pre-Level, Beginner Boys, Free G and Kinder Gym (Mornington Venue) – Refer Attachment 1:**

Enrolment into these programs are considered an annual enrolment and classes will rollover from term to term. Classes will run for 43 weeks in 2023.

Fees will be invoiced quarterly and charged on a term-by-term basis based on the number of weeks in the Term, this will vary from 10-12 weeks. Refer to Term Dates in Attachment 3.

An adjustment will be made for Public Holidays in any given term and applied to the Term invoice.

Fees are payable by direct debit, in person or via a third-party company, electronic transfer, cash or as arrangement. Please note a payment fee may be charged when a third party is collecting payments.

A Gymnastics family discount of 10% applies for siblings. The child with the most hours will pay full fees, 2nd and subsequent siblings will attract the 10% discount. KinderGym (KG) sibling discount is given when 2 or more siblings are attending KinderGym. The discount does not apply if one child is doing school age gymnastics, and another is doing KinderGym.

Those enrolled in Kinder Gym, ie. one weekly session of *1 hour or less*, may apply for no more than 4 make up sessions in a calendar year subject to availability.

- **Gym 4 All, Fit 4 All, Gym 4 Me, Ninja Free G & Kinder Gym (Western Port Venue) – Refer Attachment 2:**

Enrolment into these programs are considered an annual enrolment and classes will rollover from Term to Term. Classes will run for 43 weeks in 2023.

Fees will be invoiced quarterly and charged on a term-by-term basis, based on the number of weeks in the Term, this will vary from 10-12 weeks. Refer to Term Dates in Attachment 3.

An adjustment will be made for Public Holidays in any given term and applied to the Term invoice.

Fees are payable by direct debit, in person or via a third-party company, electronic transfer, cash or as arrangement. Please note a payment fee may be charged when a third party is collecting payments.

Those enrolled in a one weekly session for *1 hour or less*, may apply for no more than 4 make up sessions in a calendar year subject to availability.

FINISH EARLY – ARRIVE LATE – LATE PICK UP

If a gymnast needs to finish early or arrive late this does not entitle them to a discount in fees.

If a gymnast is going to be picked up late the office or the coach must be advised as soon as possible. If the club is not notified and the gymnast is not picked up with 10 minutes of the end of their session a fee of \$20.00 per 10 minutes late, will be charged to cover the cost of coaches having to wait with the gymnast. The first offence will receive a warning letter and subsequent offences will incur the fee.

In the event you need to contact MYC Gymnastics at Mornington urgently outside of Member Services Office Hours please use MYC Club mobile 0424 738 093 (**Text Only**).

ABSENCE

If a gymnast is sick or injured the Club must be notified either in person, via Customer Portal, Email or phone call before the class commences. This is a courtesy call and does not mean a credit will be given for the session missed.

A credit will apply to the next invoice only if the club is notified of the absence, and only when a **medical certificate is presented**.

RETIREMENT – WITHDRAWAL FROM MYC

Gymnasts leaving the sport are required to give notice of their intention to leave.

Competitive gymnasts are required to give 4 weeks' notice.

All other programs must give a minimum of 2 weeks' notice.

Refunds for session fees due to a gymnast leaving the sport will be calculated at the time the club is notified of withdrawal. The refund, if any, will comprise the balance of any session fees less the non-refundable annual fees.

If there is an outstanding balance this will be deducted when the next direct debit instalment is due, or payment must be made by electronic transfer or cash payment.

COMPETITION FEES

Competition fees will be invoiced separately and must be paid in advance for your child to attend.

A \$30 administration fee will be applied to all competition entry fees for events entered at Level 5 and above.

A \$20 administration fee will be applied to all competition entry fees for events entered up to Level 4.

The administration fee covers the cost of office administration in processing entries as well as costs associated with supplying judges and coaches for events.

Payments can be made by direct debit in person or via a third-party company, electronic transfer, or cash as arrangement. Please note a payment fee may be charged when a third party is collecting payments.

Refunds for competitions are issued for illness and injury only and will require a medical certificate and will be dependent on the refund policy of the relevant competition.

Gymnasts leaving the Club or sport will not be refunded for competitions entered.

UNIFORM ORDERS

All uniforms must be paid for at the time of ordering, whether ordered through MYC Gymnastics or our Suppliers.

You will be notified when your order comes in for collection.

Uniforms will be invoiced separately to Term Class Fees.

ZOOM AND/OR OTHER PROGRAMS

Sessions may be invoiced from time to time as required due to Shutdown (lockdowns/gym closure for repairs, etc.)

The cost and frequency would be advised by the Management Team at the time.

Programs for gymnasts training 1.5 hours or less per week may have the option to “Opt In” to scheduled programs.

DEBT RECOVERY

All arrears, refunds or part payments of fees can be negotiated with the President and/or Office Manager. All matters are treated as confidential between the Office Manager and the Executive Committee and the said party.

Outstanding invoices to be resent with the message – Friendly Reminder or This Account is Now Overdue.

Invoices outstanding for more than 10 days will result in a phone call from Member Services.

Invoices outstanding for more than 30 days and in the event a payment arrangement has not been agreed the gymnast(s) will be unable to participate in classes, Competitions and other MYC Events.

If the debt is not paid within 60 days and a payment agreement has not been implemented or honoured, it will be referred to a debt collection agency and Gymnastics Victoria will be advised.

HARDSHIP

Families experiencing hardship are encouraged to contact the Office Manager and/or Executive Committee of Management to discuss possible payment arrangements. All matters are treated confidentially.

REFUNDS

MYC Gymnastics refund policy is characterised by the reliance on several principles, adherence to these principles will ensure open and honest communication about our services with our customers and suppliers.

The principles include:

- Communicating in plain language to ensure information on our services is clear, accurate and easily understood.
- Ensuring our commitment to providing quality services is implemented by all staff.
- Responding promptly to any concerns with respect to non-delivery of agreed services.
- Providing an efficient, fair, and consistent handling process.
- Actively encouraging and responding to feedback from our customers and suppliers.

Refund refers to the transfer, exchange or reimbursement of monies paid for agreed Club services.

Refund rules

The following rules will apply:

Non-attendance at general training sessions does not automatically qualify a gymnast for a refund, transfer, credit, or exchange against fees paid.

Training fees do not include level upgrades (Gymnastics Victoria LAT Applications) or any uniform items. The fees are applied for the coaching/tuition provided and use of the Club's gymnastics related equipment.

Claims for refunds, transfer, credit, or exchange will not be considered unless accounts are paid up to date or in credit.

Refunds for session fees due to extended illness or injury must be accompanied by a medical certificate and will be applied as a **credit to the following month's invoice**.

Other refunds or unusual circumstances must be submitted to the Committee of Management for consideration.

ROLES AND RESPONSIBILITIES

The President and Committee:

Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints.

Actively promote the Club's refund policy to all staff, customers, and suppliers via the Club's refund policy statement.

Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted and or complaints can be directed to the appropriate people.

Respond promptly to any concerns with respect to the non-delivery of agreed services in line with the Club's refund policy.

Devise and implement strategies to address any on-going issues that result in the non-delivery of agreed services.

Staff:

Deliver all services to the Club's required standard and in line with assigned duty statements and employment agreements.

ADDITIONS AND CHANGES TO POLICY

Recommended changes to this policy may be submitted to MYC Gymnastics President and Committee for consideration at any time. Should changes be accepted, the policy will be updated, dated, and circulated to all relevant members.

MYC Gymnastics is committed to ensuring all policies are up-to-date and reflects current times, therefore reviews are undertaken annually.

Attachment 1:

2023 Fees – Venue Mornington

Annual Fees

MYC Membership	\$30.00
Gym Vic Registration – Competitive	\$66.34
Gym Vic Registration – Non-Competitive (Pre-Level, Beginner Boys, Free G & Open)	\$29.21
Gym Vic Registration – Recreational (Under 5)	\$24.21
Gym Vic Registration – Kinder Gym Only	\$17.44
Equipment Levy – Competitive	\$60.00
Equipment Levy – Non-Competitive (Pre-Level, Beginner Boys, Free G & Open)	\$30.00

Registration with Gymnastics Victoria is compulsory as it ultimately insures your child.

These annual fees are payable on enrolment or will be invoiced following the completion of 2 consecutive trial classes.

Class Fees Based On Training Hours Per Week

Class Time	Rate
30 mins	\$12.50
45 mins	\$18.75

Training Hours per week	Rate per Hour
1	\$25.00
1.5	\$21.00
2	\$21.00
3	\$17.44
4	\$15.33
5	\$13.92
6	\$13.39
7	\$12.44
8	\$11.70
9	\$11.02
10	\$10.81
11	\$10.60
12	\$10.08
13	\$ 9.71
14	\$ 9.45
15 & over	\$ 8.82

2023 Fees – Venue Western Port

Annual Fees

MYC Membership	\$30.00
Gym Vic Registration - Recreational (Gym 4 All, Fit 4 All & Ninja)	\$29.21
Gym Vic Registration – Recreational (Under 5)	\$24.21
Gym Vic Registration – Kinder Gym Only	\$17.44
Equipment Levy - Recreational (Gym 4 All, Fit 4 All & Ninja)	\$20.00

Registration with Gymnastics Victoria is compulsory as it ultimately insures your child.

These annual fees are payable on enrolment or will be invoiced following the completion of 2 consecutive trial classes.

Class Fees Per Week

Class Time	Rate
45 mins	\$15.00
60 mins	\$20.00

Attachment 3

2023 Term Dates:

43 weeks

Term	Dates	No. Weeks	Public Holidays
Term 1	Friday 27 January – Thursday 6 April	10	Labour Day Monday 13 March, 2023
Term 2	Monday 17 April – Saturday 24 June	10	Anzac Day Tuesday 25 April, 2023 King's Birthday Monday 12 June, 2023
Term 3	Monday 3 July – Saturday 16 September	11	
Term 4	Monday 25 September – Saturday 16 December	12	Grand Final Friday 29 September, 2023 Cup Day Tuesday 7 November, 2023

MYC Gymnastics is a non-profit Organisation governed by a Voluntary Committee of Management.