

# Star-Mites Gymnastics

## Fees, Refunds & Cancellations Policy

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## Purpose and Scope

The purpose of this policy is to provide clarity for all families regarding fees, refunds, cancellations, and financial obligations at Star-Mites Gymnastics. It ensures parents and guardians understand the financial expectations associated with enrolment and that the club operates transparently in line with community standards and legal requirements.

This policy applies to all athletes, parents, coaches, staff, and volunteers involved with Star-Mites Gymnastics. It covers tuition fees, annual joining fees, registration and insurance, competition levies, travel costs, and any related charges.

By publishing this policy, Star-Mites ensures families are informed before committing financially, reducing disputes and misunderstandings. It also allows the club to manage finances responsibly while still supporting families through structured flexibility.

The Western Australian Department of Local Government, Sport and Cultural Industries encourages community clubs to adopt clear, accessible financial policies. This document reflects that guidance as well as the requirements of Australian Consumer Law.

Families should read this policy in full before enrolling to avoid confusion. Once registered, families are considered to have agreed to the rules set out in this document.

The overall aim is fairness: ensuring families are not misled, while also ensuring the club remains financially sustainable for all members.

## Annual Joining Fee

All enrolled students at Star-Mites Gymnastics are required to pay an annual joining fee. This fee is charged once per year and remains valid until 31 December of that year, or until the student formally withdraws from the program in writing. The annual joining fee covers not only the club's administrative and membership costs but also includes compulsory Gymnastics WA (GWA) registration and personal accident insurance, both of which are required for every athlete to participate in gymnastics in Western Australia.

The annual joining fee is a once-per-year cost that ensures athletes are fully insured while participating in classes, events, and competitions, and that the club meets its obligations as an affiliated member of Gymnastics WA and Gymnastics Australia. Without this fee, athletes would not be eligible to participate, as registration and insurance are non-negotiable requirements set at the state and national levels.

Families should note that the joining fee is non-refundable under any circumstances, as the club immediately forwards a portion of this payment to external governing bodies to register and insure the athlete. This cost is therefore fixed once paid, regardless of how

long a student remains enrolled.

This fee applies regardless of the time of year an athlete joins. For example, a student enrolling in August will still be charged the full annual joining fee, as their GWA registration and insurance must still be purchased for the remainder of that calendar year.

The joining fee cannot be transferred between siblings or credited toward other payments. Each athlete requires their own annual joining fee because registration and insurance are unique to each participant.

By paying the annual joining fee, families confirm their commitment to Star-Mites for that calendar year and acknowledge that their child's enrolment includes full GWA registration, personal insurance coverage, and the club's membership obligations. This ensures athletes can safely and confidently participate in all programs offered.

## Fee Structure and Payment Requirements

Tuition at Star-Mites is term-based, requiring families to commit to a full term at the time of enrolment. Fees are calculated per term and are payable in advance to confirm enrolment.

In addition to tuition, families are responsible for Gymnastics Australia registration and insurance, which is compulsory, set nationally, and non-refundable once paid.

Payments must be made in full within seven (7) days of invoice. All fees must be paid before the athlete's second attended class of the term. Failure to do so may result in suspension until full payment or a payment plan is arranged.

Families paying online should note the surcharges applied by the provider: 1.98% Visa/Mastercard, 1.10% additional for international cards, and \$5.50 for failed bank account attempts.

Competition entry fees and travel-related expenses must also be paid in full before the event date. These are non-refundable unless the organising body issues a refund.

Payment plans may be arranged in advance for families experiencing hardship. Early communication with the Club Manager is essential to access this option.

## Missed Classes & Make-Up Policy

Star-Mites does not refund fees for casual absences, but offers a structured make-up class process. Athletes who miss a class may request a make-up session subject to

approval.

All make-up requests must be submitted through the Member Portal prior to attending. This ensures coaches can prepare and class sizes remain safe.

Approval is not guaranteed and depends on availability and coach capacity. Families should not assume all requests will be granted.

Make-up classes must be completed within 60 days of the missed class and cannot be carried forward to future terms or credited.

This system provides flexibility while protecting the integrity of class planning and ratios.

Families are reminded that refunds will not be given for missed classes unless covered under the Refund Policy.

## Cancellations by the Club

Occasionally, classes may need to be cancelled, rescheduled, or modified due to unforeseen circumstances such as extreme weather, staff illness, or facility issues.

These decisions are made at the sole discretion of Star-Mites Gymnastics with safety and program quality as top priorities.

Where possible, the club will provide make-up sessions, reschedule classes, or issue credits for cancelled programs.

If a program or class is permanently cancelled, families will be refunded for the unused portion of fees.

The club commits to timely communication via email, SMS, or the Member Portal whenever cancellations occur.

This ensures that families are not disadvantaged financially while giving the club flexibility to manage emergencies.

## Refund Policy

Star-Mites Gymnastics maintains a no-refund policy, with limited exceptions. This ensures fairness while protecting the club's ability to manage costs that are fixed regardless of

attendance.

Refunds will only be considered if a program is cancelled by Star-Mites, if the athlete withdraws on medical grounds supported by a certificate, or in exceptional cases at the discretion of management.

All refund requests must be submitted in writing to the Club Manager. Verbal requests will not be accepted.

Approved refunds may incur an administrative fee to cover processing costs.

Registration fees, insurance fees, and joining fees are non-refundable under all circumstances.

Refunds are not provided for non-attendance, change of mind, or late withdrawal.

## Drop/Withdrawal Policy

Parents must provide written notice to withdraw a student. Acceptable forms include email, postal mail, or a written note delivered to the front desk.

Verbal notice from a child is not considered sufficient and will not be acted upon. Parents must take responsibility for submitting formal notice.

Tuition will continue to be charged until written notice is received, regardless of whether the student attends classes.

If a student ceases attending without providing written notice, their account will continue to be billed for an additional 30 days to hold their place in the class.

This ensures fairness for families on the waitlist who may otherwise be denied a place.

Providing timely written notice protects both the family from unnecessary charges and the club from administrative uncertainty.

## Debt Recovery

Families agree to pay all fees incurred on behalf of their athlete in full within seven (7) days of invoice unless otherwise arranged.

If fees remain outstanding for more than sixty (60) days, the club reserves the right to initiate legal proceedings or engage a debt collection agency.

All additional costs associated with debt recovery, including agency fees, legal expenses, and court costs, will be added to the outstanding account.

Debt recovery is used only as a last resort after communication and reminders have been attempted.

Families experiencing financial difficulty are urged to contact the Club Manager early to arrange a payment plan.

This policy ensures fairness to all members and protects the club's financial stability.

## Communication and Transparency

This policy is published on the Star-Mites website and distributed to all new families at enrolment.

Fee schedules are reviewed annually and updated in line with operational costs and governance obligations.

The club is committed to open communication. Staff are available to assist with understanding the policy and answering questions.

Transparent policies build trust between the club and its members.

Families should always feel confident asking for clarification before committing to enrolment.

Clear communication reduces disputes and ensures shared understanding of responsibilities.

## Review and Continuous Improvement

This policy will be reviewed annually by the directors of Star-Mites Gymnastics.

Reviews consider legislative changes, industry standards, and feedback from members.

Updates will be communicated clearly to families through the website and enrolment materials.

Regular review ensures policies remain practical and effective in supporting families and the club.

Continuous improvement is central to the values of Star-Mites Gymnastics.

By refining its policies regularly, the club remains responsive to evolving needs and expectations.