

Charisma Fee Policy

MEMBERSHIP FEE

For all classes there is an annual membership fee to cover Gymnastics membership, coaching courses, course revalidation's, safeguarding and DBS checks, equipment maintenance and repairs and general administration costs. This payment is required at time of enrolment.

The annual membership fee will be refunded if a written request from the member is received in writing to the Charisma Management team within 14 days of the original payment.

SUBSCRIPTION FEES

We have two categories for billing purposes, "Monthly" and "Termly".

- Our "Monthly" billing relates to our women's artistic squad classes and is for those that do 3 Hours or more of gymnastics.
- Our "Termly" billing relates to those that do less than 3 hours of gymnastics at Charisma.

MONTHLY:

- Customers in classes that are required to pay a regular monthly fee, this fee is divided equally across the 12 months of the year and is due on the **1st of each month.**
- All payments must be made via iClassPro and in exceptional circumstances can be made by Bank Transfer, Cash or Debit / Credit Card.
- All payments are **non-refundable**, regardless of attendance or withdrawal from the club.
- REDUCING HOURS / LEAVING THE CLUB: If a customer wishes to reduce their hours or leave the club, **and they provide less than 14 days' notice until the next payment date, they are required to pay the next two monthly payments. If more than 14 days' notice is provided, then they will have to pay the next monthly instalment only** following their notice.

This policy is in place for two reasons, firstly, because squad fees are calculated across a 12-month period, and not the 10 months where we are active. Secondly, because it takes longer to recruit for these classes.

- FEE & ADMIN CHARGE: All customers are charged fees on the 1st of each month. However, if a customer does not make payment within 5 days, then they will be charged an admin charge of £30. The fee plus the admin charge must be paid in full within 10 days to retain membership at Charisma.
- Please note **there cannot be a refund of fees under any circumstances if an alternative class is offered**, other than when Charisma cancels or terminates a course/session.

There are no refunds due to personal unforeseen circumstances which lead to absence from the gym. Please enquire for the current Squad fees per hour for the current year.

TERMLY:

- All payments must be paid for **in advance** via iClassPro. In exceptional circumstances payment can be made by Bank Transfer, Cash or Debit / Credit Card. Payment is taken **in advance** of the upcoming term.
- Customers are required to make payment four times a year.
- Please note that the autumn term payment is split into two payments given the higher number of weeks in the term, **but also because the first payment for the Autumn Term includes the annual membership fee.**
- Payments are **non-refundable**, regardless of attendance or withdrawal from the club. However, if payment has been taken for the following term, and a customer wishes to leave Charisma and informs the club more than 14 days before classes start, they are entitled to a refund. If less than 14-day notice is given no refund will be offered.
- **REDUCING HOURS / LEAVING THE CLUB:** If a customer wishes to leave the club or reduce their hours, **they must provide notice within 14 days of the start date for the next term.**
If less than 2 weeks' notice is given before the next payment due date, the customer is liable to pay the next term's fee.
- Please note that the **autumn term payment, although split into two, should be viewed as one payment**, and as such, **after making the first autumn term payment, general customers are liable for the second autumn term payment.** This policy is in place to help us deliver a better gymnastics experience for our customers; it is always disruptive having gymnasts join midway through a term and the autumn term is no different.
- **ADMIN CHARGE:** If a customer does not make payment within 10 days, then they will be charged an Admin Fee of £30. The Admin Fee and Class Fees must be paid in full within 15 days to retain membership at Charisma.
- Please note **there cannot be a refund of fees under any circumstances if an alternative class is offered**, other than when Charisma cancels or terminate a course/session.

There are no refunds due to personal unforeseen circumstances which lead to absence from the gym. Please enquire for the current General fees for the current year.

TERMLY BILLING DATES

Term	Payable on	What's included	Admin Charge
Autumn Term 1	1 st June	First 6/7 weeks of Autumn Term + Annual membership fee	10 th June
Autumn Term 2	1 st September	Last 10/11 weeks of the Autumn Term	10 th September

Spring Term	1 st November	All Spring Term Classes	10 th November
Summer Term	1 st March	All Summer Term Classes	10 th March

MONTHLY BILLING DATES

- Fees are collected on the **1st of each month.**
- The annual membership fee will also be collected on **the 1st of June** each year.
- **Monthly fees are calculated by the number of hours gymnasts train per week, multiplied by the number of weeks in the gym year** (which can vary but typically 44 / 45). This is then divided by 12 months to ensure equal monthly instalment for classes.
- The 12 months of payment for will start from August 1st and end on July 1st the following year.