



194 Roberts Rd Airport West 3042 | 03 9336 4077 | gymnastics@ekga.com.au

Payment Policy

Pay before your Play

At EKGa we have a “Pay before you play” policy. Payments can be made online through the EKGa Customer portal, the App or with our customer service team. We accept cash, EFTPOS and VISA and MASTER CARD. We can take direct debit payments from a Visa or MasterCard or a bank account.

Fortnightly direct debit is our default option for payment of tuition. The first direct debit payment will be debited the week you first enroll, and then following our fortnightly direct debit schedule from then on.

If you would prefer to pay upfront for each quarter, please contact the office and we will prepare an invoice for you. A position will not be secured until such time as the invoice has been paid.

If you have opted for quarterly payments you will be emailed an invoice four to five weeks before the due date. The end of the quarter for the following quarter. We will hold your child’s place in class up until the due date. If you do not make the payment by the due date, your child will automatically be removed from the class and his or her spot may be allocated to someone from the waiting list.

We want to make sure you feel confident and comfortable with your decision to join us at EKGa! That's why we offer a 100% money-back guarantee for new participants. If you decide to cancel within the first 30 days of attending your first class, we'll refund 100% of the unused portion of your tuition fee—no questions asked!

Should you ever need to cancel your membership at any time during the year, just request cancellation via our Parent Portal. For those paying by Direct Debit, cancelling your enrolment is easy. Just give us 14 days' notice, and you can continue attending during that time. However, for families paying by the quarter, refunds or credits for dropping a class (except for medical reasons) are not available after the 30-day period. If you need to cancel your booking due to medical reasons, simply send us a written request via email, attaching a copy of the relevant medical certificate. In these cases, we'll process a refund from the date of the request.

Late fees / Declined payments

- Members with outstanding fees will not be permitted to attend classes until such time as all outstanding fees are paid in full.
- An administration fee will be passed on for all declined direct debit payments.

Public Holidays / School Holidays

- At EKGa we operate year-round, we do not stop for school holidays. We are closed for 4 weeks over the December / January break.
- There are no classes on any Public Holidays. You will not be charged for any public holidays that fall on the day of your child’s lesson.
- We are closed over the Easter weekend (Friday through to Monday).
- If a public holiday falls on a Monday or Tuesday (i.e. Long Weekends) classes will still take place on the preceding Saturday and Sunday as usual, unless advised otherwise.

Missed Classes

- We understand that sometimes things pop up and you may not be able to make it to your regular lesson. That’s why we offer unlimited make-up lessons.
- We must pay coaches for every class they teach, regardless of the number of gymnasts that attend each. Therefore, if your child misses a class we are unable to provide you with a refund for the missed classes. Please see refund policy for more info.



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Make-up classes.

If your child will miss a class for any reason and EKGA Gymsports is notified of the expected absence least 60 minutes before your regular lesson's scheduled start time, you will receive a make-up token for the missed class.

Notification can be made using the customer portal, the customer app or through our customer service team.

A makeup token will be added to your child's account following the missed class, and you will then be able to book your make-up class.

Booking a make-up:

Make-up classes can only be booked up to 3 days in advance and only a space exists.

Make-up classes are not guaranteed and can only be arranged if a suitable alternative class is available.

Make-up classes can be booked through the Customer Portal or in the app.

Head to your app store and download 'The iClassPro App', the organisation name is 'EKGAVIC'. Use your portal login to access the app. If you haven't used the portal before, use your email address as your login and tap "Forgot Password" to be sent a temporary access code. Once you are into your 'Account', select the student you're wanting to book into a make up class, a list of options will appear where you can select 'Make Ups' and then 'Current Location Makeup Tokens'. You can now book in for a class at a time that works for you!

About make up tokens:

It is important to understand that your tuition pays for your place in the class, regardless of attendance. Our costs do not change if you do not attend. Make-up classes are offered as a benefit to our families to help you make the most of your membership.

- Make-up tokens can only be used for the same level / class that was missed.
- Make-up tokens are not transferable.
- Make-up tokens cannot be requested retrospectively.
- A make-up token being generated does not guarantee you will be able to book a make up class.
- Make-up tokens do not have any monetary value, so cannot be exchanged for refunds or credits, and they cannot be used once your enrolment ends.
- You cannot use make-up tokens in lieu of tuition fees.
- Make-up tokens expire after 90-days.

Going away for an extended period- Membership suspension

During each calendar year, you can suspend your child's enrolment for a total of four weeks. Holiday suspensions can only be made in blocks of two weeks (or more). During your holiday suspension you have a guarantee that your child's place in that class is secure and for the period of the approved suspension, even though fees will not be charged.

If you going away for an extended period of time or want to suspend your membership during the school holidays, please fill in THIS form at least 7 days prior to the billing date for the period of leave.

Medical Leave

In situations where your child will be absent for 4 weeks or more due to serious medical reasons (like broken bones, surgery, or serious illness), medical leave will still apply. During the period your child is absent you have a guarantee that your child's place in that class is secure and for the period of the medical leave, fees will not be charged. In such cases, a medical certificate will still be required.

If your child will be absent for 3 weeks or less Make-up tokens will be generated (see standard details for make-up classes).

Discount policy

- Any person eligible for a discount must request such discount when enrolling for the term / paying an invoice. No discounts will be backdated.
- Junior Coaches and EKGA Staff members are eligible for a Staff discount as per the Employee Benefits list.
- Families with two or more members enrolled in a gymnastics program are eligible for a 10% discount off the second and subsequent member's term fees. The discount will apply to the lower term fees paid by the family.
- These discounts only apply if fees are paid by the due dates. If fees are paid after the due date no discounts will apply.



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Refund Policy

Non-attendance

Non-attendance at general training sessions does not qualify a customer for a refund or credit against fees paid. A make-up class token is generated if we are informed of the absence at least 60 minutes prior to the lesson's commencement.

Gymnasts are charged for hours set out for that group. If gymnasts need to finish early this does not entitle them to a discount on fees as all the club's costs are the same regardless of gymnast leaving early, starting late or missing a session.

Events

No refunds or credits are possible for special events, competitions, fun nights, etc. without a medical certificate.

Situations where EKGA may provide you with a refund:

- **Money back guarantee**
New participants (people who have never been enrolled in an EKGA program) who cancel enrollment within the first 30 days of first class attended will be eligible to request a refund for the unused portion of the tuition. We are not obliged by law to give any refund in this situation. This is offered as a courtesy to new participants.
- **Merchandise**
Refunds or exchanges are offered on merchandise as long as it remains in the original packaging, is unworn or if the merchandise was faulty at the time of purchase. If an item is faulty, refund / exchange requests can be made at the office and can be refunded onto the credit or debit card used to make the purchase. There is no refund for apparel damaged due to incorrect laundering or use.
- **Cancellation of an enrolment cancelled due to illness/injury.** We are not obliged by law to give any refund in this situation. However, we will provide a credit to the value of the missed classes (or a refund) if the request is accompanied by a medical certificate stating the child was unfit to attend school / gymnastics. Medical certificates must be submitted no later than 30 days from the day of the first absence. Requests received after this time will not be considered.
- **Special circumstances:** We are not obliged by law to give any refund in this situation. Special circumstance may be (however, are not limited too) unforeseen circumstances such as: death or serious illness in the family, changes to custody of the children, loss of job, relocation, etc. Special circumstances **are not:** change of mind, change in student / family timetable, school commitments, holidays etc. Refunds for special circumstances need to be requested in writing (with the appropriate documentation) and will be referred to the manager for consideration. If EKGA does offer to provide a refund for special circumstances an admin fee of up to 25% of the term fee will be charged.
- **Cancellation of enrolment at EKGA's request:** If the club discontinues a class, removes a participant from a class (or from EKGA), changes the day or time, etc, the participant will be given a pro rata adjusted credit or refund for the balance of fees.
- **Cancellation of class by EKGA due to Exceptional Circumstances:** If a class is cancelled by EKGA (staff absence, etc.), a substitute class will be offered to participants. If the substitute class cannot be held, a pro rata adjusted credit of term fees will be made to your account.



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Other situations:

- **Missed classes due to Illness/Injury.** We are not obliged by law to give any refund in this situation. However, in situations where your child will be absent for 4 weeks or more due to serious medical reasons (like broken bones, surgery, or serious illness), we are happy to provide them with medical leave. During the period your child is absent you have a guarantee that your child's place in that class is secure and for the period of the medical leave, fees will not be charged. In such cases, a medical certificate will be required. Medical certificates must be submitted no later than **30 days from the day of the first absence**. Requests received after this time will not be considered. If your child will be absent for 3 weeks or less Make-up tokens will be generated (see standard details for make-up classes).
- **Missed classes due to extended Holidays/Trips:** We are not obliged by law to give any refund in this situation. Inability to attend due to holidays being taken during scheduled class times will **NOT** entitle the family to a refund or credit. However, we do allow members to suspend their position in class for up to four (4) weeks per calendar year. These suspensions can be taken in blocks of two weeks or more. Minimum suspension length is two classes. Requests for suspensions must be received 7-days in advance, using the "Suspension request form" otherwise regular tuition will be payable.

Refund / Credit Request Submission

All requests for refunds must be in writing. It is preferred that requests are made using the online submission form on our website. Verbal requests will not be considered and will not constitute a formal request.

Payment of Refunds

We endeavor to process all refunds/credits within 7 days of the request.

EKGA is committed to providing quality services throughout all areas of the business. Anyone that believes the agreed service has not been delivered is welcome to discuss this with a manager.