

# **SPRINGWOOD & DISTRICT CITIZENS BOYS AND GIRLS CLUB FEES AND REFUND POLICY**

**POLICY NAME:** SPRINGWOOD BOYS AND GIRLS CLUB Fees Policy  
**DATE OF ISSUE:** June 2025  
**DATE OF REVIEW:** June 2027  
**CONTROLLING BODY:** SPRINGWOOD BOYS AND GIRLS CLUB - Management Committee

## **1. STATEMENT OF COMMITMENT**

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Springwood Boys and Girls Club is committed to providing the opportunity for all to participate in affordable, healthy, fun activity and to promote and encourage participation in gymnastics and related sports, housed within a safe facility with quality equipment and services. To achieve these objectives, the club must implement fees and charges for its services and facilities. Included in this policy are lists of circumstances in which a refund will be made and if any charges are to be deducted.

## **2. POLICY APPLICATION**

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This policy applies to the Springwood Boys and Girls Club Management Committee, staff, volunteers and all users of the club facilities and classes.

## **3. POLICY COVERAGE**

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This policy applies to all fee development, invoicing, collection, receipting and refunds for Springwood Boys and Girls Club.

## **4. ROLES AND RESPONSIBILITIES**

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### **Management Committee**

- Oversees and approves development of procedures
- Approves the fees for each calendar year in line with budget requirement.
- Confirms the procedures for invoicing, collecting and receipting of fees.
- Approves the procedures for collecting overdue fees. Supports staff in the collection of overdue fees.
- Oversees guidelines for reductions in term fees for extra-ordinary circumstances, financial distress and on compassionate grounds.
- Is involved in the management of any disagreements, arguments and complaints associated with fees, payments and refunds.
- Approve refunds meeting policy guidelines when requested in writing

**Club Registrar**

- Follows procedures as approved by the committee
- Write and distribute member invoices.
- Collects and receipts fees in Club's database records.
- Negotiate and approve payment plans for outstanding term fees.
- Negotiate and approve payment plans for those experiencing financial distress or others requiring a fee reduction.
- Liaise with committee regarding complex situations
- Maintain up-to-date records of received and outstanding fees and payments.

**Club Treasurer**

- Write and distribute general community invoices
- Receipts fees received from General Community Fees in accounting database and issue receipts to recipients.

**Hall Bookings Officer**

- Inform Hall Hirers of expected fees. Maintain communication with treasurer regarding issues with invoices
- Provide any records required by the treasurer.

**Members/Participants**

- Responsible for payment of all fees owed to Springwood Boys and Girls Club in a timely manner as outlined in this policy.

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**5. POLICY RULES, BREACHES AND CONSEQUENCES**

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**DETERMINING THE FEES**

The Management Committee will undertake a review of all fees charged by the club after the AGM when determining the annual financial budget for the year ahead.

The Management Committee will consider budgetary requirements and all other factors affecting fees and the ongoing effects of changing fees.

The fees for the forthcoming school term will be distributed to the members when they confirm class booking for the year.

The due date for fees will be clearly provided.

**ACCOUNTS**

There are 2 identified account groups that utilise the clubs facilities. Invoicing is determined according to these groups.

- *Members*

Term Accounts are those members who participate in scheduled classes.

All members must pay the Gymnastics New South Wales Affiliation Fee relevant to their type of membership.

There are miscellaneous costs such as Trials, Assessments, Bring a Friend and other special activities which require payment prior to participation in the activity.

- *General Community*

General Community Accounts covers all other community groups, sporting bodies and gymnastics clubs wishing to hire the clubs facilities and/or coaches.

## INVOICING

Invoicing for members will be completed by the club's Registrar. Invoices are emailed to each family prior to the end of each term for the upcoming term. If there is no email address, these may be posted.

Invoicing for the general community will be completed by the club's Treasurer and posted or emailed for payment.

- *Term Accounts*
  - Invoicing will be completed by the 3<sup>rd</sup> last week of the proceeding school term for all continuing participants and prior to participation for all new members.
  - A full term is charged when a new member commences within the 1<sup>st</sup> 5weeks of the term. A half term fee is charged from week 6 onwards.
- *Other Expenses*
  - Participation in a competition will be charged separately prior to the time of the event.
  - Participation in special events such as a school holiday program, games night, workshop, display performance or other similar activities will be charged separately at the time of the event. Payment must be received prior to or at the time of event or entry will be denied.
  - Invoicing for club uniforms such as tee-shirts, leotards, tracksuits and sports bags will incur a separate fee and must be paid in advance before the order for goods will be placed. Receipts will be shown on the invoice/statement issued at the end of each school term.
- *Gymnastics New South Wales Affiliation Fee*
  - This fee will appear on the 1st invoice/statement a member receives each year.
- *General Community Accounts*
  - Bookings and invoicing for Hall Hire will be completed by the club Treasurer.

## PAYMENT

- *Term Accounts*
  - Payment of fees may be made by cash, internet funds transfer, online strips payment or onsite through square. Cash payments must be shown to a staff member for notarising before being placed in the fees box.
  - Term fees are to be paid by the due date as stated on the invoice.
  - Receipts will be issued within 14 days of receipt of payment.
- *General Community Accounts*
  - Payment of fees may be made by cash, internet funds transfer or onsite using square. Cash payments must be handed to the Hall Hire Committee Member for notarising against records before being placed in the fees box.
  - Accounts are to be paid within 30 days of the date of the invoice.
  - Receipts will be posted to Hall Hirer within 30 days of monies being received.

## LATE/OVERDUE FEES

NB A Late fee is required to cover the extra administration costs incurred when following up unpaid fees.

- A notice will be issued to all members or general accounts with overdue fees. The new invoice will include the overdue amount and late fee.
- No gymnast will be allowed to participate in training or competition whilst fees are outstanding, unless a payment plan has been negotiated.
- The club's Registrar is to be contacted in writing to negotiate a payment plan prior to the due date if required. Requests can be submitted in person or via the club's email address.
- Any fees outstanding may result in the suspension of membership and placement in class offered to the next available person from the waiting list
- Any fees outstanding for 3 months after due date for payment will automatically cease to be a member of the Club.

## REFUNDS

Non-attendance does not qualify for a refund or credit.

All requests for refunds must be received in writing or email. These will be submitted for approval at the next Committee Meeting. Communication regarding the refund and payment details will be sent within 1 week of the meeting.

- *Cancellation*
  - If a class is cancelled by the club, no make-up class will be offered.
- *Illness*
  - Credit or refund may be applied for in writing to the Management Committee if illness extends 2 or more weeks. Any such claim must be accompanied by a medical certificate.
- *Injury*
  - Credit or refund may be applied for in writing to the Management Committee if injury extends 2 or more weeks. Any such claim must be accompanied by a medical certificate. Prior to returning to class, a doctor's certificate will need to be submitted giving the gymnast clearance to re-commence training. Depending on the injury or elapsed time the gymnast may need to pass a fitness test by their coach to participate fully in class.
- *Family Holidays*
  - Inability to attend due to holidays being taken during scheduled class times will not entitle the family to a refund or credit at any time.
- *Ceasing at our Request*
  - If the club discontinues a program, withdraws a position or requests a member be removed from a program, the members' account will be given a pro rata adjusted credit or refund for the balance of fees.
- *Voluntary Withdrawal*
  - Should the member decide not to continue to the end of term, term fees and Gymnastics New South Wales Affiliation is non-refundable.
- *Suspension*
  - Absence due to suspension as a disciplinary measure will not entitle the member to any refund or credit as a position in the class is being held for that person whilst on suspension. Should the member withdraw from the program during a period of suspension, the usual Voluntary Withdrawal Policy will apply (see above).
- *Clothing and Merchandise*
  - Exchanges may be made within a 7 day period if goods are damaged or are the incorrect size. Clothing will not be exchanged if the tag is removed and has been worn.
- *Hall Hire*

Four weeks advanced written notification is required of any changes to the Hall Hire agreement in order to be eligible for a refund of charges paid.

## 6. CONFIDENTIALITY AND REPORTING

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The Springwood Boys and Girls Club management and administration responsible for implementing this policy will keep confidential the names and details of all members and their payments unless disclosure is necessary for entry to competitions, insurance purposes, by Gymnastics NSW, or as part of the disciplinary or corrective process in the event of a breach of policy.

The Registrar will provide a regular report of all outstanding issues with fees and payment plans to the Club Management Committee for review, advice and/or support if requested.