



Essendon Keilor

Gymnastics Academy

196 Roberts Road, Airport West, 3042 | 03 9336 4077 | info@gymnasticsacademy.com.au

Policy Name: Enrolments and Cancellations Policy

Policy applies to: EKGA programs, classes, competitions, events, workshops, and enrolments.

Policy Review Date: May 2030

Fees, Payments & Discounts -This document outlines responsibilities and procedures for enrolment, payments and refunds

What Membership Includes:

- ✓ Class tuition (48 weeks per year, excluding public holidays, closures and cancellations)
- ✓ Gymnastics Victoria registration
- ✓ LATs – Level Awards Tests registered with Gymnastics Australia (where applicable)
- ✓ Season launch day
- ✓ Control tests and practice competitions
- ✓ Club championships
- ✓ Floor routine choreography sessions (where applicable)
- ✓ Offsite training sessions (where applicable)

Additional Costs (Paid Separately):

- External or interclub competition fees
- Events not listed above
- Uniforms
- Personal equipment (grips, tape, chalk etc.)
- Private lessons
- Transportation



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Fee Schedules

Prices for all training groups are published in November of the preceding year.

EKGA implements regular tuition increases, primarily based on CPI and other financial factors.

These increases are necessary to meet rising operating costs.

Payment Options

Your total annual cost—including tuition, registration and listed inclusions—is divided into one of three payment options:

Payment Option	Number of Installments	Notes
Annual	1 installment	Pay upfront for the full year <i>(available upon request)</i>
Quarterly	4 installments	Billed every 3 months <i>(available upon request)</i>
Fortnightly	26 installments	Most popular option – lowest per-payment amount <i>(default option)</i>

The total cost for 48 weeks of classes is spread evenly across 26 instalments to assist with budgeting. You are only charged for scheduled classes; no fees apply for the four-week closure over Christmas and New Year.

- All programs require payment prior to participation
- Default payment method is fortnightly direct debit; quarterly invoicing is available upon request
- Bookings are confirmed only once direct debit details are submitted or the first quarter's tuition is paid
- Class placement is confirmed upon payment. Late payment may result in cancellation
- Payments can be made via the EKGA Parent Portal, by phone or at the office (cash, EFTPOS, Visa, Mastercard)



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Overdue / outstanding accounts

- Gymnasts with overdue accounts may be removed from class lists or excluded from classes
- Participation in competitions or events is not permitted whilst a gymnast has unpaid accounts
- Declined payments incur an administration fee for each time the payment is declined

Public Holidays and Closures

- No classes are held on public holidays or during the four-week December–January shutdown.
- You are not charged for classes that fall on public holidays

Discounts

- A 10% sibling discount applies to the second and subsequent enrolments. The highest-fee enrolment is charged at full price
- Staff discounts are available as per EKGA's employee benefits
- Discounts apply only if payment is made by the due date

Ongoing Enrollment

- Gymnasts are automatically rebooked each year, into the training group deemed suitable. Schedules, training days, times and coaches are subject to change
- Enrolment is year round, and there is no requirement to rebook each term. Should you wish to cancel your enrollment please contact us
- EKGA operates year-round, including school holidays
- Each year payments default to fortnightly direct debit. Customers must contact reception to request a quarterly invoice should they wish to pay per quarter. Families paying quarterly or annually will be invoiced four weeks before the end of the current quarter. Unpaid accounts result in automatic removal from the class.



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Gymnastics Victoria / Gymnastics Australia Registration

- All participants must be registered with Gymnastics Victoria. This fee is included in tuition and covers insurance and registration. It is non-refundable
- Membership is valid from 1 January to 31 December and is transferable to other Gymnastics Australia clubs

Class Placement

Placement in a competitive squad at EKGA is by selection and considered a privilege. This may be withdrawn at any time at the discretion of coaching staff.

Ongoing assessment of each gymnast's ability, behaviour, attitude, attendance, results and overall suitability ensures the squad environment remains productive and aligned with program goals. A gymnast may be moved to a different program, level or class if the current placement is no longer appropriate. This may be due to insufficient skill progression, poor work ethic, disruptive behaviour, low competition readiness or lack of interest in external competitions.

If a change is recommended, EKGA will communicate with families in a respectful and supportive manner.



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Missed Classes, Membership Suspension and Leave

Missed Classes

- All gymnasts are charged based on squad pricing
- Squad athletes are expected to maintain at least 90% attendance
- Failure to meet this may result in delayed skill development and increased injury risk
- Gymnasts below 90% attendance may be excluded from competitions and the
- Missed classes do not qualify for refunds or discounts
- Make-up classes are not offered due to fixed group schedules. Quarterly catch-up sessions are available during school holidays or on Sundays at no extra cost

Membership Suspension

- Up to four weeks per year may be suspended in blocks of two or more weeks
- Requests must be submitted via the online form at least 14 days before the next billing cycle
- Only the tuition portion of your membership can be suspended
- A \$5.50 per week fee applies to cover non-tuition inclusions

Medical Leave

- Absences of four or more consecutive classes due to injury or illness may qualify for suspension with a medical certificate
- Other absences are treated as general missed classes; catch-up sessions may be attended
- Injured gymnasts are encouraged to attend training if cleared for modified participation
- Only the tuition portion of your membership can be credited
- A \$5.50 per week fee applies to cover non-tuition inclusions



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Cancelling Your Booking

- Direct debit enrolments may be cancelled with 14 days' written notice; attendance may continue during the notice period
- Competition and event fees remain payable if a gymnast is entered at the time of cancellation. Any recoverable portion of a competition or event fee from the host club will be passed on to the family
- The first instalment for direct debit payments is non-refundable as it covers annual registration and insurance
- Quarterly payments are non-refundable once the term begins, unless for approved medical reasons

Refund Policy

Refunds May Be Granted

- Within 30 days of first class for new participants
- Medical reasons (with certificate within 30 days of missed class)
- Special circumstances (bereavement, relocation, custody change)
- Club-initiated cancellations
- Faulty merchandise

Refund Limitations

No refunds for:

- Change of mind
- Schedule conflicts (school or family events)
- Competition clashes with training
- Holidays or other non-attendance

EKGA-Initiated Cancellations

- Prorated refunds or credits will be issued
- If a class is cancelled due to staff absence and not rescheduled, a credit will be applied



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Credit Card or Bank Account on File

- Families must have a credit card or bank account on file for incidental costs (e.g. competition entries, uniforms)
- Invoices not paid by the due date will be charged to the card or account on file
- Any dishonour fees incurred by EKGA will be passed on to the customer. For each time a payment is dishonoured the following fees will apply: credit / debit card \$1.000, bank account \$11.00.
- EKGA will attempt to process any outstanding payments daily for up to 14 days. After 7 days the member will be suspended from class. After 14 days the members enrolment will be terminated.

Payment Security

- EKGA uses iClassPro, which employs encrypted tokenisation. Card data is never stored by EKGA