

# REFUND POLICY

<b>Policy Name:</b>	Refund Policy
<b>Date of Approval:</b>	1 December 2024
<b>Policy Coverage:</b>	Membership and Term Fees
<b>Date of Review:</b>	01 December 2025

## INTRODUCTION

Wyndham City Gymnastics is committed to working responsibly and ethically and all club policies and procedures will reflect this. A refund policy is part of good customer service. This Policy outlines circumstances in which a refund will be made and if any charges are to be deducted.

## DEFINITION

Refund refers to the transfer, exchange or reimbursement of monies paid for agreed services, which:

- have not been delivered in the timelines stated;
- did not meet the standard that the customer was led to believe they would;
- do not match the sample and/or demonstration provided; and or
- are not as they were described.

## POLICY APPLICATION

This policy applies to all services provided by Wyndham City Gymnastics as part of its daily business operations, undertaken by Directors and/or employees, in their dealings with customers, members and suppliers.

Adoption of this policy will ensure Wyndham City Gymnastics will continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

## POLICY COVERAGE

All activities undertaken by Wyndham City Gymnastics as part of its day-to-day operations including conduct of competitions, events, daily gymnastics lessons and related customer services are incorporated.

## PRINCIPLES

Wyndham City Gymnastics Refund Policy is characterised by reliance on a number of principles. Adherence to these principles will ensure open and honest communication about our services with our customers, members, and suppliers.

These principles include:

- Communicating in plain language to ensure information on our services is clear, accurate and easily understood;
- Ensuring our commitment to providing quality services is implemented by all staff;
- Responding promptly to any concerns with respect to the non-delivery of agreed services;
- Providing an efficient, fair, and consistent handling process; and
- Actively encouraging and responding to feedback from our customers, members, and suppliers.

## REFUND RULES

Wyndham City Gymnastics does not refund fees except in exceptional circumstances. Refunds may be considered for technical problems associated with the payment of fees. Consideration for a refund must be made in writing to Wyndham City Gymnastics by e-mail to [hello@wyndhamgymnastics.com.au](mailto:hello@wyndhamgymnastics.com.au)

A decision to offer a refund will be at the discretion of Wyndham City Gymnastics.

Refunds will usually be made within 14 days of receiving the refund request. Refunds will be paid in the same tender type as the original payment and in Australian dollars (AU\$).

The following additional rules will apply:

- Non-attendance at general training sessions does not qualify a customer or member for a refund, transfer, credit, or exchange against fees paid;
- Training fees do not include costs for competitions, events, level badges or any uniform items. The fees are applied for the coaching/tuition provided and use of the Club's gymnastics related equipment;
- A non-refundable annual Club membership and governing body registration fee applies. This membership is valid from January 1st to December 31st in the current year;
- Claims for refunds, transfer, credit, or exchange will not be considered unless accounts are paid up to-date or in credit; and
- Make-up classes can be arranged for genuine illness and/or exceptional circumstances. However, notification of absence must be given at least 60 minutes prior to the customer missing the start of their normal training session.
- Members who are unable to attend an competition or event due to extenuating circumstances (i.e., family death, major illness, etc) may write to Wyndham City Gymnastics, and with written evidence may be eligible for a partial refund, regardless of notice;
- If Wyndham City Gymnastics cancels the scheduled class or event, Wyndham City Gymnastics will retain their full payment until the class or event is re-scheduled.

## ROLES AND RESPONSIBILITIES

### General Manager

- Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints.
- Actively promote the Clubs Refund policy to all staff, customers and suppliers.
- Ensure the key information in the Policy is added to Membership forms or other relevant documents.
- Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted and/or complaints can be directed to the appropriate management staff.
- Respond promptly to any concerns with respect to the non-delivery of agreed services in-line with the Club's refund policy; and
- Devise and implement strategies to address any on-going issues that result in the non-delivery of agreed services.

### Staff

- Deliver all services to the Club's required standard and in-line with assigned duty statements and employment agreements.
- Alert Senior Management with respect to any agreed services not delivered and the circumstances causing this; and
- Always work responsibly and ethically when representing the Club and delivering agreed services.

### **Customers/Suppliers**

- Report the non-delivery of services to the General Manager within a reasonable time; and
- Provide details on the services not received and or proof of purchase

### **ADDITIONS AND CHANGES TO POLICY**

Recommended changes to this policy may be submitted to Wyndham City Gymnastics General Manager for consideration at any time. Should changes be accepted, the policy will be updated, dated, and circulated to all relevant stakeholders.

Wyndham City Gymnastics is committed to ensuring all policies are up-to-date and reflect current times, therefore reviews are undertaken annually. The next review date is detailed at the beginning of each policy.

### **CONFIDENTIALITY AND REPORTING**

Wyndham City Gymnastics administration is responsible for implementing this Policy and will work within the legal requirements of the Privacy Act 1988 and the Clubs Privacy Policy.