



## **POLICY STATEMENT REFUND Star-Mites Gym Sports**

<b>Policy Name:</b>	<b>Refund Policy</b>
<b>Date of Issue:</b>	<b>August 2005</b>
<b>Policy Coverage:</b>	<b>Services not delivered</b>
<b>Date of Review:</b>	<b>January 2006</b>
<b>Controlling Body:</b>	<b>Directors</b>

### **1. STATEMENT OF COMMITMENT**

Star-Mites Gym Sports Pty Ltd is committed to working responsibly and ethically within the legal and regulatory environment. To this end all Company policies and procedures will reflect, and we will act and make decisions in accordance, with this commitment to Fair Trading.

Star-Mites Gym Sports Pty Ltd Refund Policy is in accordance with the Trade Practices Act.1989.

### **2. DEFINITION**

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

- have not been delivered in the timelines stated
- don't match the sample and/or demonstration provided
- aren't as they were described

### **3. POLICY APPLICATION**

This policy applies to all services provided by Star-Mites Gym Sports Pty Ltd as part of it's daily business operations, undertaken by Directors and/or employees, in their dealings with customers and suppliers.

Adoption of this policy will ensure Star-Mites Gym Sports Pty Ltd can continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

#### **4. POLICY COVERAGE**

All activities undertaken by Star-Mites Gym Sports Pty Ltd as part of its day-to-day operations including conduct of competitions/events, daily gymnastics lessons and related customer services are incorporated.

#### **5. PRINCIPLES**

Star-Mites Gym Sports Pty Ltd 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 and suppliers. The 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
- Actively encouraging and responding to feedback from our customers and suppliers

#### **6. REFUND RULES**

The following rules will apply:-

- Non-attendance at general training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid. Pre-payment of lesson fees, and annual club/Governing body registration fees, are a requirement to ensure a class position is available.
- Training fees do not include costs for 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 1<sup>st</sup> to December 31<sup>st</sup> 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
- Make-up classes may be arranged (but not guaranteed) for genuine illness and/or special circumstances. However, notification of absence must be given prior to the customer missing the start of their normal training session.

#### **7. ROLES AND RESPONSIBILITIES**

##### **Company Director**

- Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints
- Actively promote the Company's Refund policy to all staff, customers and suppliers, via the Company's Refund Policy Statement
- 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 Company's refund policy
- 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 Company'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
- Work responsibly and ethically at all times when representing the Company and delivering agreed services

#### **Customers/Suppliers**

- Report the non-delivery of services to a Company Director within a reasonable time
- Provide details on the services not received and proof of

### **8. ADDITIONS AND CHANGES TO POLICY**

Recommended changes to this policy may be submitted to Star-Mites Gym Sports Pty Ltd Company Director for consideration at any time. Should changes be accepted, the policy will be updated, dated and circulated to all relevant stakeholders.

Star-Mites Gym Sports Pty Ltd 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.

Signed: Gail Melinger  
Director Star-Mites Gym Sport Pty Ltd

Date 16<sup>th</sup> August 2005

# **Star-Mites Gym Sports Pty Ltd**

## **RUFUND POLICY STATEMENT**

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### **COMMITMENT**

Star-Mites Gym Sports Pty Ltd is committed to working responsibly and ethically within the legal and regulatory environment. To this end all Company policies and procedures will reflect, and we will act and make decisions in accordance, with this commitment to Fair Trading. Star-Mites Gym Sports Pty Ltd Refund Policy is in accordance with the Trade Practices Act.1989.

### **RESPONSIBILITIES**

The Company Directors will be responsible for responding promptly to any concerns with respect to the non-delivery of agreed services in-line with the Company's refund policy

All staff are responsible for alerting the Company Directors to any agreed services not delivered and the circumstances causing this. All Company staff are also responsible for working ethically at all times when delivering agreed services

### **PROCESS**

A systematic process has been established by Star-Mites Gym Sports Pty Ltd to record, deal and process any concerns raised with the non-delivery of services. Any customers or suppliers wishing to make a claim are requested to contact a Company Director and/or access the required forms from our Administrative staff.

### **REFUND RULES**

Star-Mites Gym Sports Pty Ltd is committed to providing quality services through all areas of their business. Anyone that believes the agreed service has not been delivered is welcomed to discuss this with a Company Director and/or complete a claim procedure. Please take into consideration the following rules that apply:-

- Non-attendance at general training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid. Pre-payment of lesson fees, and annual club/Governing body registration fees, are a requirement to ensure a class position is available.
- Training fees do not include costs for 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 1<sup>st</sup> to December 31<sup>st</sup> 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
- Make-up classes can be arranged for genuine illness and/or special circumstances. However, notification of absence must be given prior to the customer missing the start of their normal training session.

### **FURTHER INFORMATION**

For further information on this policy, contact:-

**Director Gail Melinger**  
**Ph: 08 9276-5028**  
**Email: [info@starmites.com.au](mailto:info@starmites.com.au)**

***If in doubt, ASK SOMEONE!***