



POLICY STATEMENT REFUNDS Star-Mites Gym Sports

Policy Name:	Refund Policy
Date of Issue:	August 2005
Policy Coverage:	Services
Date of Review:	January 2024
Controlling Body:	Directors

1. STATEMENT OF COMMITMENT

Our organisation is committed to working responsibly and ethically within the legal and regulatory environment. To this end, all Company policies and procedures will reflect this commitment to fair trading, and we will act and make decisions according to it.

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 or demonstration provided
- aren't as they were described

3. POLICY APPLICATION

This policy applies to all services our organisation provides as part of its daily business operations, undertaken by directors and employees in their dealings with customers and suppliers.

Adopting this policy will ensure our organisation can continue to conduct their business with integrity and follow community and business ethical standards of behaviour.

4. POLICY COVERAGE

We incorporate all our organisation's activities into its day-to-day operations, including competitions/events, daily gymnastics lessons, and related customer services.

5. PRINCIPLES

Our organisation's Refund Policy is characterised by reliance on several 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 concerning 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 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 is a requirement to ensure a class position is available.
- Training fees do not include event costs, level badges or uniform items. The fees are applied for the coaching/tuition provided and the 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, transfers, 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 particular circumstances. However, notification of absence must be given before the customer misses the start of their regular training session.
- Injury: There is no reduction in term fees unless the injury takes you out of the gym for over two weeks and only if the athlete cannot participate in workouts in any way. A doctor's certificate must be supplied to receive a fee refund. The branch manager will work with you individually.
- Changes to training schedule:
We reserve the right to occasionally shorten session times in the lead-up to competitions. Classes may also be cancelled due to the coach's event commitments. We will always endeavour to offer a makeup class for shortened or cancelled sessions. No fee refund is given if you/your child cannot attend the makeup class.

7. ROLES AND RESPONSIBILITIES

Company Director

- Ensure that appropriate administrative procedures are in place for the reporting and handling refunds and complaints.
- Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted and complaints can be directed to the proper management staff
- Respond promptly to any concerns about the non-delivery of agreed services in line with the Company's refund policy
- Devise and implement strategies to address any ongoing 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 concerning 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

POLICY BREACHES AND CONSEQUENCES

Failure to abide by our refund policy may result in disciplinary action being taken (Suspension or expulsion from the organisation)

REPORTING AND CONFIDENTIALITY

Communication between all levels of our organisation is essential for the effective and efficient running of the club. Key representatives are required to report on policy-related activities. It is in our best interests to ensure confidentiality when making a report.

ADDITIONS AND CHANGES TO POLICY

Recommended changes to this policy may be submitted to the organisation's Company Director for consideration at any time. Should changes be accepted, the policy will be updated, dated and circulated to all relevant stakeholders.

Our organisation is committed to ensuring all policies are up-to-date and reflect current times. Therefore, reviews are undertaken annually. The following review date is detailed at the beginning of each policy.

Signed: Liz Gardiner
Director Star-Mites Gym Sport Pty Ltd

Date 11th January 2024

FURTHER INFORMATION

For further information on this policy, contact: -

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