



MWGC PAYMENT, REFUND AND LATE PAYMENT POLICY (All programs)

1. PAYMENTS

- MWGC offers 1 x trial class, after which membership is required.
- The membership fee includes insurance through Gymnastics NSW. This fee must be paid in full prior to entering into any activity. (*Memberships are valid until December of the year paid.*)
- All class/squad fees are considered as separate and must be paid prior to attending classes.
- Booking priority is given to existing members approx. 6 weeks before the end of the current term.
- The priority period will remain until 2 weeks prior to the end of term when bookings will be available to all new members.
- All term invoices are to be paid in full prior to the commencement of classes.

2. LATE PAYMENTS AND OUTSTANDING AMOUNTS

- A reminder will be sent after 7 days from the due date on the invoice requesting immediate payment.
- After 14 days from the due date a 2nd notice will be sent requesting full payment or action from our debt collectors will be engaged.
- After 21 days the matter will be handed to our debt collectors for collection and all fees plus their costs will be included.
- If after 30 days the funds still outstanding, the child will be unable to enter any classes until the full balance is received.

3. REFUNDS

- We have a no refund policy.
- We will however answer requests for possible credits or refunds for the following reasons,
- If they occur prior to the commencement of the term and MWGC do not get left with a vacancy.
- If there is a doctor certified issue. (A medical certificate is to be submitted to MWGC within 21 days of the first doctors or physician's appointment or the first date of absence from training due to injury).
- Extenuating circumstances may be considered by the Board of Directors.
- All credits are to be used within 6 months of the processing date.

**Please note that medical certificates must be from an independent and appropriately certified practitioner.*

4. CANCELLATIONS and MAKE UP CLASSES

- A minimum of 48 hrs is required for any cancellation.
- A maximum of 2 make up classes are permitted each term.
- Competition entry refund requests must be lodged no later than 72 hours before the competition date.

5. GENERAL STATEMENT

- Reception staff are not authorised to grant refunds of any kind.
- All complaints, claims or disagreements are to be directed in writing to the Board of Directors.
- All reversals of any kind will attract a 10% Administration Fee.... NO EXCEPTIONS.