

## FEE, PAYMENT AND REFUND POLICY

Effective: January 2026

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### POLICY STATEMENT

Forefront Gymnastics is committed to operating in an ethical, safe, and fair manner. We follow clear policies, procedures, and standards to ensure responsible practices across all areas of the club. This policy outlines how fees and payments are managed, and when credits or refunds may be issued for both recreational and competitive members.

### DEFINITIONS

- 1) **REFUND:** The return of funds to the original payment method
- 2) **CREDIT:** The reimbursement applied to an iClassPro account for use toward future fees or purchases at the club
- 3) **FFG:** Forefront Gymnastics
- 4) **GWA:** Gymnastics Western Australia
- 5) **MEMBER:** The gymnast and their parent(s) or guardian(s) associated with their enrolment at FFG
- 6) **PROGRAM:** The service offered by FFG to engage in gymnastics training, billed in advance

## POLICY APPLICATION

- 1) This policy applies to all services offered by FFG, including classes, events, competitions, and all fees and expenses required to participate in a program at FFG
- 2) All staff and members are expected to understand and follow this policy

## POLICY AGREEMENT

Before participating in any program at FFG, members must confirm that they have read, understood, and agreed to this policy by accepting on iClassPro. Failure to do so may result in enrolments being cancelled.

## PRINCIPLES

- 1) Clear, accurate communication
- 2) Commitment to quality service
- 3) Prompt issue resolution
- 4) Consistency and fairness
- 5) Responsiveness to feedback

## FEES AND PAYMENT

- 1) All fees related to enrolments must be paid in full within 14 days of commencing enrolment
  - a. Continued enrolment is only confirmed once payment has been received
  - b. Participation in classes, events, or competitions will not be permitted until all fees are paid
- 2) Priority enrolments for recreational and term-billed squads are issued in Week 8 of the current term and must be paid by Sunday of Week 10 of the current term
  - a. If a member moves to a new class, the fee will be adjusted and a new invoice emailed
  - b. New outstanding fee must be paid within 7 days if no prior arrangement has been made
- 3) Fortnightly billing for WAG National Level 3+, WAG State Level 3+ and MAG Level 3+
  - a. Every fortnight you will be billed for 2 weeks in advance from the 12<sup>th</sup> January 2026
  - b. Due date will be 7 days from invoice sent, automatic direct debits will be run on the due date
  - c. If you are going on holidays which will be over 1 week, let us know in writing and a 50% credit for the missed sessions will be applied for the period after you return
  - d. If Forefront Gym cancels a session, you will receive a makeup session or if this can't be arranged a credit on your account
- 4) Any extension required on a payment due date may be requested by emailing [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) **before the due date**
  - a. All payment arrangements must be made with full payment received by week 8 of the current term
  - b. Failure to meet the agreed new due date may result in suspension or cancellation of enrolment
- 5) Outstanding fees past 21 days of the due date may result in suspension of enrolment until payment is made
- 6) Trial class fees will be included in the term fee upon enrolment
- 7) Term fees are prorated when affected by public holidays

- 8) If a member changes class, the fee for the new class will be charged from the date of the first class and a new statement will be issued for any fees which are due
- 9) Squad fees cover training only
  - a. Event fees, uniform and level badges are not included
- 10) Payment options include:
  - a. Online via iClassPro
  - b. Bank transfer (payment receipt must be emailed to [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au))
  - c. In-person at the club, either cash or card
- 11) FFG reserves the right to amend fees at its discretion

## ADMINISTRATION FEE

A \$15 administration fee will apply in the following circumstances:

- 1) Re-enrolment following a dropped enrolment for non-payment (recreational and term-paying squad members)
- 2) GWA Membership transfer from another club or GWA multi-club registration

## SPECIFIC TO SQUAD MEMBERS

- 1) Any changes to set training hours for the squad the member is enrolled in must be requested by emailing [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au)
- 2) FFG may discount fees outlined in the Credit and Refund Guidelines in the following circumstances:
  - a) The member is in their final two years of high school, in tertiary education or engaged in employment
  - b) The member has been ill or injured and has medical clearance from a registered healthcare professional to return to training on reduced hours
    - i) The medical certificate must be emailed to [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) before a 50% credit will be applied to your account
- 3) Every fortnight you will be billed for 2 weeks in advance from the 12<sup>th</sup> January 2026
- 4) If a coach is unavailable for squad classes, their class will be merged with the most similar (level) class, taught by another coach
- 5) Holiday training is factored into the fortnightly fee structure and there will be no discounts during months that have scheduled holidays (including Christmas, Easter, and other public holidays)
- 6) Members planning to take holidays outside of the scheduled gym holidays must notify FFG by emailing [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) at least one month prior to departure
  - a) For holidays exceeding 7 consecutive days, members may be eligible for a 50% credit for the absence beyond the initial 7 days
- 7) If a member changes squad, the fee for the new squad will be charged from the date of the first class

## DISCOUNTS

- 1) Families with two or more siblings enrolled in a recreational or development class at FFG will receive a 5% discount on each enrolment
- 2) Members in a squad are excluded from sibling discounts

## MAKE-UP CLASSES

The below conditions apply to recreational members only.

- 1) A make-up class will only be issued from the third consecutive missed session due to illness or injury
- 2) A maximum of two make-up classes can be booked per term for missed classes, depending on class capacities
- 3) All make-up classes must be scheduled by Admin through iClassPro using a make-up token
- 4) Absences must be submitted by members through iClassPro for a make-up class token to be issued
- 5) A credit or refund will not be issued where no make-up class can be scheduled
- 6) Make-up tokens are valid for classes of the same level. Please refer to the table below

Current Enrolment Class	Make-Up Class Option
KindyGym (1-5yrs)	KindyGym (1-5yrs)
Gym Fun (5-6yrs)	Gym Fun (5-6yrs)
Gym Fun Advanced (5-6yrs)	Gym Fun Advanced (5-6yrs)
Gym Skills / Warriors (7+yrs)	Gym Skills / Gym Warriors (7+yrs)
Free G	Senior Rec
Senior Rec	Free G
*WAG Forefront 1	WAG Forefront 1 / Gym Fun Advanced
*WAG Forefront 2-3	WAG Forefront (Same level)
*WAG Forefront 4	WAG Forefront 3 / WAG Senior Rec
MAG Development	Gym Fun / Skills / Warriors (depending on age)

*\*subject to a name change*

## CREDIT AND REFUND GUIDELINES

Applies to both recreational and competitive members.

- 1) Refunds are not provided for:
  - a) GWA Memberships
  - b) Competition Fees (upon discretion of GWA and FFG)
  - c) Fees for training already provided
  - d) General non-attendance
  - e) Applicable GST
- 2) Accounts must be paid in full for credit or refund requests to be considered
- 3) Exceptional circumstances (e.g. bereavement, illness, injury) may be eligible for 50% credit of missed classes with supporting evidence emailed to [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au)
- 4) If a class is cancelled by FFG, a make-up class will be offered for recreational classes only
- 5) If a coach is unavailable for squad classes, their class will be merged with the most similar (level) class, taught by another coach. No credit or refund will be issued
- 6) Refunds will be processed within 14 business days from date of request via the original payment method or member-supplied bank account details

7) A refund will not be processed to bank accounts for amounts less than \$50, the credit will remain on your account which can be used for future enrolments including holiday program within a 12-month period

<b>Termination by Member</b>	50% refund of remaining classes	<ul style="list-style-type: none"> <li>• Issued if all fees are up to date. If fees are outstanding, the adjusted amount must be paid by the member within 7 days</li> <li>• GWA Membership fee not refundable</li> </ul>
<b>Termination by Club</b>	75% refund of remaining classes	<ul style="list-style-type: none"> <li>• Issued if all fees are up to date. If fees are outstanding, the adjusted amount must be paid by the member within 7 days</li> <li>• GWA Membership fee not refundable</li> </ul>
<b>Medical</b>	50% credit of missed classes	<ul style="list-style-type: none"> <li>• For 3+ consecutive classes missed</li> <li>• Medical certificate must be emailed to <a href="mailto:enquiries@forefrontgym.com.au">enquiries@forefrontgym.com.au</a></li> </ul>

## ROLES AND RESPONSIBILITIES

- 1) Company Director:
  - a) Oversee implementation and promotion of policy
  - b) Ensure staff training and procedural compliance
  - c) Respond to service concerns
- 2) Staff:
  - a) Deliver services to club standard, in line with assigned duties and employment agreements
  - b) Report issues promptly
  - c) Always work responsibly and ethically when representing the club and delivering contracted services
- 3) Parents/Guardians:
  - a) By enrolling via iClassPro, you agree to pay all applicable fees on time
    - i) Failure to comply may result in suspension or cancellation of enrolment
  - b) Report issues to FFG in writing to [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) in a timely manner
  - c) Provide documentation where required

## POLICY UPDATES

- 1) This policy is reviewed annually from the date of the last update and may be revised as necessary. The most recent version will be shared with all relevant stakeholders
- 2) Recommended changes to this policy may be submitted to FFG by emailing [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) for consideration

## CONFIDENTIALITY AND REPORTING

- 1) FFG is responsible for implementing this policy and abides by the Privacy Act 1988 and our internal Privacy Policy when handling any customer communications
- 2) Breaches of this policy must be reported to FFG by emailing [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) within 14 days of occurring
- 3) Breaches of this policy must be kept confidential and disclosure outside of FFG is not permitted

## REVIEW HISTORY

Version	Date Reviewed	Date Endorsed	Review
1.0	January 2025	January 2025	Wording, fee updates
2.0	May 2025	May 2025	Additional clarifications
3.0	December 2025	December 2025	Squad Pricing Change (Monthly to Fortnightly)

**Disclaimer:** Please note that this information is not intended to constitute legal advice and is provided by Gymnastics Australia as general information only. You should not rely on it without first verifying the accuracy, completeness and currency of the material, its relevance to your individual circumstances and, where appropriate, obtaining specific legal advice. Gymnastics Australia does not make any warranties for the information contained herein in regard to compliance with Club 10 National Standards.