

Berkhamsted Gymnastics Club Policies

Fee Payment – Recreational and Development Groups

| Version number | Date published /reviewed | Revisions made |
|----------------|--------------------------|------------------------------|
| 1.0 | 29.11.2019 | Original |
| 2.0 | 26.11.2020 | Amendment to payment of fees |
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Policy and Procedures Guidelines

FEES

Recreational classes

Trial period

Due to Covid-19 and keeping bubble groups we cannot currently offer trial sessions.

Becoming a Member of Berkhamsted Gymnastics Club

All prospective members will be invited to join Berkhamsted Gymnastics Club (BGC) via an email from our LoveAdmin system. By setting up an account via LoveAdmin with BGC you are agreeing to our terms and conditions. Payment will be requested at the end of each month for the following month's fees. You will be notified of this via an email. Payment will automatically be taken by direct debit on the 1st of each month via London & Zurich. Payment will continue to be taken monthly unless you give us one month's notice as set out below under "Cancellation policy".

When accounts are set up via LoveAdmin you will also be agreeing to pay the annual membership fee for Berkhamsted Gymnastics Club. This is currently reduced from £15 per year to £10 for 2021 and is payable annually in January or a prorated rate if joining part way through the year.

Monthly Payments & Overdue Payments:

Fees for Recreational gymnasts attending one session is £8. The monthly fee is calculated by taking the annual cost and dividing by 10 months to give an average monthly fee. So, for example, in 2021 the monthly fee will be £30.41 (38 weeks x £8 per session = £304/ 10 = £30.40). No payment will be collected during the month of July and August to ensure the correct annual fee is charged.

As payment will be requested in advance at the end of each month, we should not normally encounter overdue payments, however, this may occasionally happen. We will be notified if a monthly payment cannot be taken and contact will be made to discuss this. You are advised that if payment continues to be declined or the pre-authorisation is switched off the member's space may be forfeited.

If, in the unlikely event, a member arrives and payment has not been received for the month, then the gymnast will not be able to join the class. They will be admitted if there is space, the child is insured with British Gymnastics and payment can be made immediately.

Cancellation Policy:

Parents/guardians must give one month's notice if the member wishes to leave the club. It is your responsibility to inform us in writing **within the first week of the month** that you wish to give one month's notice for cancelling your child's gymnastics class; payment for the current month will still be due.

Once we have received your written confirmation (email is an acceptable form of notification but **not** Facebook, Messenger or any other social media platform) we will deactivate the payment from the following month and your details will be removed from the LoveAdmin system.

If you turn off your payment authorisation for any reason, we will be informed by LoveAdmin and will contact you. You are reminded that your child's space may be cancelled if payment cannot be taken for whatever reason i.e. the space may be offered to another child.

Please be reminded that payment is due for the one-month notice period even if your child does not attend. This is because we have to secure coaching resources for a month in advance.

Refund Policy:

BGC has a no refund policy. Coaches are allocated to classes depending upon numbers and so costs are committed at the beginning of each month.

BGC cannot under any circumstance refund any membership fees including, but not exclusively, British Gymnastics or East Region Gymnastics membership fees as we are unable to obtain refunds from these bodies.

An application for a partial/full refund may be made to the committee in the following exceptional circumstances and each case will be taken on its own merit:

- if a gymnast is unable to attend sessions due to an injury sustained at the club. We may require a doctor's note.
- If a gymnast moves class and does not settle into the new class by the end of the 2nd week of the start of the change. Application to the committee should be made before the end of the 3rd week and the gymnast must have attended the previous 2 sessions.

If BGC have to close due to unforeseen circumstances, for example bad weather, Covid-related, government lockdown etc. we will adjust payments for the following month(s) to take into account any missed sessions due to closure. We ask that you **do not** de-activate your account as this will result in processing issues and may also imply that you wish to cancel your place.

Development fees

Policy for parents

Parents of development group members must activate their LoveAdmin account by following the instructions in the email which will be sent to you; all information and activation of your account must be completed before your child attends.

Joining the Development groups is by invitation only and agreement will be sought from the gymnast and parent to the new sessions.

As a development gymnast you are agreeing to attend **all** the sessions that you have been allocated; failing to attend will result in falling behind and the possibility of moving out of the development groups.

Payment will be requested via London & Zurich on behalf of Berkhamsted Gymnastics Club at the end of each month for payment on the 1st of each month.

Payment fees have been averaged out on a monthly basis based on the number of hours your child will be training and the number of days we are open throughout the year. Fees for development gymnasts depends on the number of hours they are attending. For example, in 2021 a gymnast training 3.5 hours per week for 38 weeks at the current hourly rate of £4.67, would have an annual charge of £621.22 (3.5 x 4.67 x 38 weeks). The monthly charge will be £62.11 per month for 10 months. No payment will be collected during the months of July and August to ensure the correct annual fee is charged.

Any additional sessions that run during school holidays will be charged separately.

When you set up with LoveAdmin you are agreeing to payment being taken via pre-authorisation; there should be no reason that payment is overdue unless you have turned this option off. If this is the case, an email will be sent to the administration team and contact will be made. As payment will be requested in advance at the end of each month, we should not normally encounter overdue payments, however, this may occasionally happen. We will be notified if a monthly payment cannot be taken and contact will be made to discuss this. You are advised that if payment continues to be declined or the pre-authorisation is switched off the member's space may be forfeited.

Families experiencing financial difficulties are advised to speak to the Club Manager and/or Treasurer as soon as you become aware of the situation to avoid overdue charges. The committee are happy to consider each case individually to come to some arrangement.

Cancellation Policy:

Parents/guardians must give one month's notice if the member wishes to leave the club. It is your responsibility to inform us in writing **within the first week of the month** that you wish to give a month's notice for cancelling your child's gymnastics class; payment for the current month will still be due.

Once we have received your written confirmation (email is an acceptable form of notification but not Facebook, Messenger or any other social media platform) we will deactivate the payment from the following month and your details will be removed from the LoveAdmin system.

If you turn off your payment authorisation for any reason, we will be informed by LoveAdmin and will contact you. You are reminded that the space may be cancelled if payment cannot be taken for whatever reason i.e. the space may be offered to another child.

Please be reminded that payment is due for the one-month notice period even if your child does not attend. This is because we have to secure coaching resources for a month in advance.

Development Groups Refund Policy:

BGC has a no refund policy. All gymnasts are required to give one month's notice if leaving the club. Coaches are allocated to classes depending upon numbers and so costs are committed at the beginning of each month.

BGC cannot under any circumstance refund any membership fees including, but not exclusively, British Gymnastics or East Region Gymnastics membership fees as we are unable to obtain refunds from these bodies.

An application for a partial/full refund may also be made to the committee in the following exceptional circumstances and each case will be taken on its own merit:

- if a gymnast is unable to attend sessions due to an injury sustained at the club. We may require a doctor's note. Additionally we may reduce/suspend further monthly invoices until the child is fully recovered, depending upon the circumstances. A gymnast may be expected to attend fitness/stretching training on reduced hours in the interim period if possible.
- if a gymnast moves classes/increases hours and does not settle into the new class/hours by the end of the 1st month of the start of the change. Application to the committee should be made once the 2nd month's invoice has been received and the gymnast must have attended all/majority of the sessions in the previous month.

If BGC have to close due to unforeseen circumstances, for example bad weather, Covid-related, government lockdown etc. we will adjust payments for the following month(s) to take into account any missed sessions due to closure. We ask that you do not de-activate your account as this will result in processing issues and may also imply that you wish to cancel your place.