

# SHIRE GYMNASTICS COMPETITIVE SQUAD REFUND, CREDIT AND PAUSE PAYMENTS POLICY

- THERE ARE NO MAKEUP CLASSES IN COMPETITIVE PROGRAMS
- THERE WILL BE NO CREDITS FOR NON-ATTENDANCE OR INABILITY TO START/FINISH AT THE REQUIRED TIMES.
- THERE WILL BE NO CREDITS/REFUNDS FOR DAYS OFF OTHER THAN THOSE SET OUT IN THE ANNUAL TRAINING CALENDAR, INCLUDING DAYS OFF AFTER COMPETITIONS OR TRAINING CLINICS.

## **CREDITS/ PAUSED PAYMENTS/ PARTIAL REFUNDS ON MEDICAL GROUNDS WILL ONLY OCCUR WHEN:**

1. WHERE THE GYMNAST IS UNABLE TO TRAIN AT ALL DUE TO AN INJURY SUSTAINED AT A SHIRE GYMNASTICS TRAINING SESSION OR COMPETITION,
  - 2.WHERE THE GYMNAST IS RESTRICTED TO PARTIAL TRAINING HOURS DUE TO AN INJURY SUSTAINED AT A SHIRE GYMNASTICS TRAINING SESSION OR COMPETITION.
- A MEDICAL CERTIFICATE IS REQUIRED FOR ALL CREDIT ANDPAUSED PAYMENT CLAIMS.
  - ANY REFUNDS APPROVED WILL INCUR AN ADMIN FEE.
  - MINOR ILLNESSES ARE NOT CONSIDERED ELIGIBLE FOR CREDIT/ PAUSED PAYMENT OR REFUND.
  - ANY CREDITS / PAUSED PAYMENTS WILL COMMENCE FROM THE FOLLOWING TRAINING DAY AFTER NOTIFICATION AND MEDIACAL CERTIFICATE IS PRESENTED. PLEASE NOTE THAT ALL MEDICAL REPORTS/CERTIFICATES MUST BE FROM AN APPROPRIATELY ACCREDITED AND INDEPENDENT MEDICAL PRACTITIONER.
  - IN THE EVENT OF A MAJOR ILLNESS THAT INCAPACITATES THE GYMNAST AND PREVENTS THEM FROM TRAINING FOR AN EXTENDED PERIOD, THE CASE WILL BE REVIEWED BY THE COACH OF THE GYMNAST'S PROGRAM, IN CONJUNCTION WITH MEDICAL ADVICE, TO DETERMINE THE APPROPRIATE OUTCOME FOR TRAINING AND BILLING. PLEASE NOTE: MEDICAL CLERANCE IS REQUIRED TO RETURN TO TRAINING AFTER SERIOUS INJURY/ ILLNESS.

SHIRE GYMNASTICS COACHES/MANAGEMENT RESERVES THE RIGHT TO DENY ACCESS TO OUR PREMISES IF THEY CONSIDER ANY CHILD/FAMILY MEMBER UNFIT OR CONTAGIOUS.

## **FAMILY HOLIDAYS OUTSIDE OF SCHEDULED TIME-OFF**

ANY HOLIDAYS TAKEN BY THE GYMNASTS DURING THE YEAR WILL NOT BE ELIGIBLE FOR CREDITS/ PAUSED PAYMENTS UNLESS THE HOLIDAY IS AT LEAST 3 CONSECUTIVE WEEKS DURATION, AND IS OUTSIDE THE PLANNED HOLIDAY CALENDAR FOR THE GYMNAST'S SQUAD. THESE DATES MUST RUN FROM MONDAY - SATURDAY. THE HOLIDAY DATES MUST BE PROVIDED TO SHIRE GYMNASTICS ADMINISTRATION AT LEAST ONE MONTH IN ADVANCE, IN WRITING VIA EMAIL.

\*PLEASE NOTE THE THREE WEEKS MUST BE TAKEN ALL TOGETHER AND CANNOT BE ACCRUED WITH DIFFERENT HOLIDAY PERIODS PREVIOUSLY TAKEN.

WE STRONGLY ENCOURAGE FAMILIES TAKE TIME OFF DURING THE CLUB'S DESIGNATED BREAKS AS THEY ARE SCHEDULED TO PROVIDE THE BEST COMPETITION PREPARATION AND REST FOR ALL OUR GYMNASTS. EXTENDED ABSENCES FROM TRAINING DUE TO HOLIDAY MAY RESULT IN A GYMNAST BEING DECLARED NOT READY OR FIT TO COMPETE.

## **CANCELLED CLASSES**

SHIRE GYMNASTICS RESERVES THE RIGHT TO CANCEL CLASSES DUE TO WEATHER, UNCONTROLLABLE CIRCUMSTANCES (ELECTRICITY OUTAGES/PANDEMIC) OR DAMAGE TO THE PROPERTY ENABLING US TO RUN CLASSES SAFELY. REFUNDS WILL NOT BE GIVEN (DUE TO THE UNLIKELIHOOD OF) IF A CLASS IS CANCELLED BY SHIRE GYMNASTICS. IF THE GYM IS CLOSED FOR A LONG PERIOD OF TIME (1 WEEK+) A CREDIT WILL BE APPLIED FOR ALL CLASSES MISSED THAT WERE PRE-PAID, BUT NOT REFUNDED.

# SHIRE GYMNASTICS COMPETITIVE SQUAD REFUND, CREDIT AND PAUSE PAYMENTS POLICY

## **CEASING AT OUR REQUEST**

IF THE CLUB REMOVES A GYMNAST OR THEIR PARENT/CARER FROM THE PROGRAM FOR VIOLATING ANY OF THE RULES, POLICIES & CODES, A REFUND OR CREDIT WILL NOT BE ISSUED, UPCOMING PAYMENTS WILL CEASE IMMEDIATELY AND ALL OUTSTANDING INVOICES WILL NEED TO BE PAID. A THIRD PARTY DEBT COLLECTOR WILL BE USED IF INVOICES REMAIN UNPAID.

## **VOLUNTARY WITHDRAWAL**

SHOULD THE (COMPETITIVE) MEMBER DECIDE NOT TO CONTINUE, THE WEEKLY PAYMENTS WILL CEASE THE LESSON PROCEEDING WRITTEN NOTIFICATION. ALL OUTSTANDING INVOICES WILL NEED TO BE PAID. A THIRD PARTY DEBT COLLECTOR WILL BE USED IF INVOICES REMAIN UNPAID.

## **SUSPENSION**

ABSENCE DUE TO SUSPENSION AS A DISCIPLINARY MEASURE WILL NOT ENTITLE THE MEMBER TO ANY REFUND OR CREDIT AS A POSITION IN THE CLASS IS BEING HELD FOR THAT PERSON WHILST ON SUSPENSION. SHOULD THE MEMBER WITHDRAW FROM THE PROGRAM DURING A PERIOD OF SUSPENSION, THE USUAL VOLUNTARY WITHDRAWAL POLICY WILL APPLY (SEE ABOVE).•

## **CLOTHING AND MERCHANDISE**

NO REFUNDS OR CREDIT WILL BE GIVEN FOR MERCHANDISE OR CLOTHING PURCHASED IN THE CLUB. HOWEVER, PRODUCTS CAN BE EXCHANGED IF THEY ARE THE INCORRECT SIZE. PRODUCTS MUST BE IN ORIGINAL CONDITION WITH TAGS.

