

YMCA Geelong Fees and Charges Policy



OFFICE USE ONLY

Policy Number	Date Approved	Date Last Amended	Status
YG 137-O	03/09/2014	03/09/2014	APPROVED

1. YMCA Geelong Fees and Charges Policy

2. INTRODUCTION

In an endeavour to introduce more effective and consistent practices regarding the collection of fees and charges the below policy has been developed for YMCA Geelong programs and services. Obviously the aim being that the policy will wherever practicable enhance the YMCA of Geelong cash flow, and minimise our exposure to risk (bad debts).

3. DEFINITIONS

N/A

4. SCOPE

The Policy applies to YMCA Geelong Inc.

5. POLICY

5.1 Term Fees:

5.1.1 Re-enrolment weeks are the last three weeks of term. There is a two week period for all current members to re-enrol in their current class or recommended class suggested by the coach. Members who wish to change their class days must wait until the third week of re-enrolment to allow current class participants the opportunities re-enrol. (NOTE: Direct Debit Customers do not need to re-enrol as their booking is transferred to the same date and program level. If however the level changes or there is a change of day request Direct debit members must re-enrol to secure a new booking.)

5.1.2 Books will only be made with full payment of term fees either via EFTPOS/ Cash/Cheque or authorise a monthly direct debit.

It is the responsibility of the responsible adult/guardian making the booking to accept liability for payment of fees. YMCA is not in the position to collect fees from other family members /or offer part payment to separated families and chase the payments.

If a third payment is accepting payment liability for fees i.e. grant providers, Leisure Networks etc, this must be provided in writing on the organisations letterhead with ABN number, Address, Contact details and authorising officers name and position within the organisation.

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- 5.1.3 Payment plans may be requested and authorised at the discretion of the CEO. Request must be made in writing.
- 5.1.4 Customers that are travelling overseas at the time of re-enrolment period at the discretion of the CEO may be granted permission to book in advance of the re-enrolment period. Members need to provide evidence of travel itinerary at the time of requesting advanced booking.
- 5.1.5 At the commencement of the third week of re-enrolment vacancies are open to the public with priority given to those on the waiting lists then first in first served basis.
- 5.1.6 **Participants are not automatically re-enrolled in programs** and will only be confirmed once payment has been received and a booking has been made with Customer Service. (NB: ONLY DIRECT DEBIT CUSTOMERS ARE RE-ENROLLED AUTOMATICALLY TO THE SAME CLASS AND DATE)
- 5.1.7 Members who have completed a Direct Debit Authorisation will have their fees debited on the 1st of the month for 11 months. Any annual fee increases will be automatically calculated and deducted on the subsequent payment cycle.
- 5.1.8 **Refunds**
YMCA Geelong will issue refunds in the case of an ongoing illness of injury and a medical certificate is supplied stating exclusion start date and end date.
- 5.1.9 There are no refunds offered for classes missed due to travel/school excursions / or the customer changes their mind about the program. Family credits on accounts will be applied to members who cancel classes during terms. Prior to commencement of term refund may be granted at Managers discretion. A cancellation fee equivalent to three classes will be deducted from the refund. Gymnastics Victoria affiliation fee and administration fee are non-refundable.
- 5.1.10 Members wishing to cancel Direct Debit Authorisations must complete the Direct Debit Cancellation Form and return it to customer service within 14 days prior to the 1st of the month direct debit processing. Refunds are not issued for cancellations mid-term without medical certificates.
- 5.1.11 **Make-up' Classes for Gymnastics, Trampoline, Cheerleading Only**
'Make-up' Classes are offered should a gymnast miss a class due to
- Sickness
 - School Camp
 - Special Family Events
- Please be aware class ratios and apparatus allocation are coordinated prior to term commencing. For this reason, Make-Up Classes cannot be permitted for the purpose of attending a friend's birthday or non-attendance due to lack of desire to attend.
- Bookings are essential for all 'Make-up' Classes due to the need to maintain safety ie: ratios
- Limited to 1 make up class per term for Recreational Gymnastics and 2 Make up Classes per term for Competitive classes above 10 hours of training.

Make Up classes are only offered within the existing timetable and therefore additional classes will not be rostered outside the published timetable.

5.2 Casual Fees: Paid upon entrance to program or service.

5.3 Vacation Care: Paid prior to participation in activity, as most families will be entitled to Federal Government assistance they will pay the balance of the daily fee. This will be reliant on the family providing up to date information to ensure we can calculate the correct fee, and reliant upon the Governments new software and live access to calculate the balance of fees owing at POS.

NDIS recipients must provide all information, customer hours or funding per program and claims for payment will be made post program and customers are to pay the balance within 7 days.

5.4 Team Sports: Paid as either a term fee or team sheet fee prior to the commencement of the game.

5.5 Regular hire Groups Newtown Sports Stadium:

Schools and sporting clubs to be invoiced at the conclusion of the month or at the conclusion of their program if they do not have an ongoing booking.

5.6 Trading Terms

On the invoice 14 days. Outstanding invoices beyond 30 days from date of invoice will incur a late fee of 5% per month to 6 days. Debts beyond 90 days will be forwarded to credit agencies.

5.7 Security deposit: Camp deposit of \$1000 to be paid to secure booking for clubs, associations or Department of Education and Early Childhood Development -Schools.

A deposit for community groups will be set are 20% of the camp costs for weekend or family group bookings are required to pay a deposit on booking and full amount within 7 days of the booking confirmation.

Credit Card authorisation form with authority to deduct from credit card account must be issued for all Community/ Clubs/ Family Groups at the time of booking.

5.8 Camp Invoices:

Schools- Final invoice for the cost of the camp is then charged at the time of final numbers confirmation (approximately one week prior to camp) which is payable within 7 day after arrival-

Community Groups/ Clubs/Corporate- Final invoice is issued at the time of confirming numbers and due and payable before arrival.

5.9 High Risk Groups: The above camp terms and conditions may be altered at the Managers discretion should a group be considered high risk.

5.10 Damage occurred to camp: Damage, loss, breakage will incur an additional charges and will be invoiced separately and payable within 7days.

5.11 Camp Cancellation Policy-

Deposit is **not refundable** for camps cancelled within 180 days of the camp dates.
A 50% cancellation fee based on the **stated minimum or confirmed numbers whichever is greater** will apply if booking is cancelled within 90 days of camp dates.

A 100% cancellation fee based on the **stated minimum or confirmed numbers whichever is greater** will apply if booking is cancelled within 30 days of the camp dates.

5.12 Camp Terms and conditions

An authorised representative must have read the "General Conditions for Hire" and the group and agree to abide by them, acknowledging that it is my clients responsibility to inform the group of these rules.

LIABILITY: "To the extent permitted by law" CAMP WYUNA and its agents and employees do not accept liability for loss of property or damage or personal injury arising from the use of the facilities.

If actual guest numbers fall below a Minimum No./Charge listed above, group will be invoiced for that minimum.

A complete list of campers must be provided by the hirer on arrival. The hirer is responsible for assessing the first aid needs of the group and providing the necessary first aid supplies (INCLUDING SUNSCREEN), equipment and training.

5.13 All programs and Services

Managers Discretion: The manager of the given program will have authorisation to arrange a payment plan should families have difficulty in being able to manage the full payment of fees up front prior to the commencement of program. Our payment plans will always ensure we have been paid in advance, so as to avoid the labour intensive task of chasing unpaid fees when the service has already been delivered.

5.14 YMCA Support: Should families be unable (not unwilling) to pay the subscribed fee YMCA Geelong fundraises to assist families facing disadvantage and may be able to apply for a subsidy.

5.15 Birthday Parties

A non refundable deposit is required at the time of booking a party with the YMCA.

6 ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
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Customer Services	Implement policy
Operations Co-ordinators/ Managers	Ensure staff is familiar with policy intent and how to execute it.

7 MONITORING, EVALUATION AND REVIEW

- The policy will be monitored on a quarterly against the Key Performance Indicators.
- Policy Review to occur with consultation with SMT & Board every three years.

8 SUPPORTING DOCUMENTS

(LINKS TO PROCEDURES, LEGISLATION, FORMS, WORK PRACTICES)

Approved by: CEO

Meeting number and date:03/09/2014

Resolution number:

Effective date:03/09/2014

Reviewed: .03/09/2014

Review date:11/02/2017

Policy Owner: CEO

Contact Details policy owner: Ph: 5221 8344 E: geelong@ymca.org.au

Amendment history:

Version	Date	Author	Change Description
V1	11/02/2014	Shona Eland	Uploaded to YMCA Geelong Policy Template included scope, monitoring and evaluation clauses.
V2	12/06/2014	Shona Eland	Updated clauses 5.1.1- 5.1..11 5.11 and 5.12
V3	17/07/2014	Shona Eland	Updated clauses 5.1.1, 5.1.2, 5.1.9, 5.1.11, added 5.1.13 Birthday Parties.
V3	03/09/2014	Shona Eland	Updated after SMT 03 /09/2014 with Tina Ferguson (Group Accountant) to reflect best practice- credit management

As adopted by the YMCA Geelong on 03/09/2014



Chief Executive Officer YMCA Geelong Inc