

YMCA Geelong Fees and Charges Policy



OFFICE USE ONLY

Policy Number	Date Approved	Date Last Amended	Status
YG 137-O	03/09/2014 20/06/2016 01/07/2016 04/04/2019	20/06/2016 01/07/2016 28/03/2019	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 all YMCA Geelong Inc. operations.

5. POLICY

5.1 Term Based Programs other than Gymnastics: Newtown/Nth Geelong/Bannockburn

5.1.1 Re-enrolment weeks are the last three weeks of term. There is a two-week period for all current members to review their current class or recommended class suggested by the coach. To change a class day or level, parents are asked to contact the Customer service team to see availability 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.)

5.2 Fees and Charges for YMCA Gymnastics Club Programs (Recreation and Competitive Programs)

5.2.1 As of the 1st January 2016 all Gymnastics class payment is via direct debit. As of January 2019, Competitive classes are conducted over 46 weeks / Recreation gymnastics classes are 41 weeks of the year and payment is Direct Debits over 26 fortnightly equal payments (ie: over the whole year which aims to make the fees more affordable by spreading the fees over a year). **Direct Debits are processed on a fortnightly basis and continue over the school holiday periods. See YMCA Geelong website for Direct Debit calendar.**

5.2.2 **Cancellation of Direct Debits**

Members wishing to cancel Direct Debit Authorisations must complete the Direct Debit Cancellation Form available on our website and return it to Customer Service (Email- newtownstadium@ymca.org.au) within 14 days prior to the scheduled direct debit processing. Refunds are not issued for cancellations of fees that fail to provide 14 days written notice of cancellation.

Customers with an outstanding debt with YMCA Geelong must pay their outstanding balances prior to any cancellation request being processed. YMCA will seek to recover the debit via direct debit processing and at the time of full payment will process the Direct Debit Authorisation or the outstanding debt can be paid by contacting Customer Services and making a payment over the phone.

5.2.3 **Rejected Direct Debits payments**

Direct debits that are rejected due to a lack of funds/ expired cards etc will incur a rejection fee and processing fee that is charged by the merchant for processing payments.

It is the responsibility of the card holder to notify YMCA Geelong staff of the new card expiry dates and ensure that there are satisfactory funds to cover the processing of your fees.

- 5.2.4 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 party is accepting payment liability for fees i.e. grant providers, service provider, NDIS 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 at the time of booking. NDIS Clients are required to ensure that they have the approved funding for the service at the time of booking. Customer without approved funding to cover the costs associated with the classes will be require to make payment for the service to YMCA Geelong and make arrangements to recover the NDIS/ Tac/Workcover payments.

- 5.2.5 Payment plans may be requested and authorised at the discretion of the Centre Manager- Newtown. Requests must be made in writing prior to bookings will being confirmed. We will provide written correspondence to the member, we do not provide verbal approvals.

- 5.2.6 Customers that are travelling overseas or taking extended leave may be granted permission to suspend their membership or class booking and payments for the period of absence. This is at the discretion of the Centre Manager and request must be made in writing and provide evidence of travel itinerary at the time of requesting advanced booking.

5.2.7 **Participants in Recreation and Competitive Gymnastics are automatically re-enrolled in programs** and will be notified by customer service if their children are progressing to the next gymnastics class level. If you wish to cancel at any stage you must adhere to Clause 5.2.2.

5.2.8 Members who have completed a Direct Debit Authorisation will have their fees debited on Wednesdays every second week of the month for 26 equal fortnightly payments.

5.2.9 Fee Increases

Annual fee increases occur from the 1st July annually. Management will notify members of the fee increase a minimum of 30 days prior to the commencement of the fee increases.

Any annual fee increases will be automatically calculated and deducted on the subsequent payment cycle.

5.2.10 Refunds

YMCA Geelong will issue refunds in the case of an ongoing illness or injury and a medical certificate is supplied stating exclusion start date and end date. Refunds are processed on completion of a Request for Refund Form approved by the Centre Manager. Payment is processed via our fortnightly accounts payable system and directly deposited in the customer nominated account.

5.2.11 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 accounts when YMCA Geelong cancel classes during terms. Gymnastics Victoria affiliation fee and administration fee and volunteer levy are non-refundable.

5.3 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 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.

5.4 Gymnastics Competition Fees

- All competitions sanctioned by the YMCA Geelong Gymnastics Club are notified to parents/ guardians at the commencement of the competition season.
- Competition fees are determined by the entry fees and cost associated with travel, accommodation and judge's expense and a competition fee structure for each competition is provided to parents in advance with booking forms and competition calendars.
- Payment of competition fees are due by the date outlined in the Competition booking form- YMCA Geelong does not guarantee admission to any athlete in any competition if payments are late.
- Athletes who withdrawn from the booked competitions may get their competitions fees refunded with a medical certificate subject to the event host policies on refunds.
- Athletes attending competitions on a scheduled training day i.e: MAG L2/ ALP7 are scheduled on the timetable to train 4hrs on a Saturday and they are entering a competition on a Saturday and miss the scheduled training are not eligible for a refund or family credit if it is a sanctioned competition and the Program Coach is attending the competition with the athletes. The rationale for this is to cover the coaching costs associated with a team event and should some of the athletes in the training squad not attend the competition the class would need to continue to operate. In the circumstance that YMCA Geelong could not staff the training for any athletes not attending a competition but scheduled to attend training, YMCA would provide a family credit for the hours missed.

5.5 Trial bookings: Payment for a triail class can be paid upon booking program or service via EFTPOS.

5.6 School Holiday Program: Fees for the bookings is required to be paid prior to participation in activity via Direct debit. 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 software and live access to calculate the balance of fees owing at time of booking.

5.6.1 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.

5.6.2 NDIS Clients are required to ensure that they have the approved funding for the service at the time of booking. Customer without approved funding to cover the costs associated with the classes will be require to make payment for the service to YMCA Geelong and make arrangements to recover the NDIS/ Tac/Workcover payments.

5.6.3 Families are required to ensure that they approve Geelong and District Vacation Care as their service provider every 8 weeks in order for YMCA Geelong to correctly apply to service bookings and invoice with the Child Care Subsidy. YMCA Geelong will notify families if there is an issues with your subsidy and if the matter is not

resolved by the due date for the Direct Debit processing families will debited the full fees and required to address the Child Care Subsidy through Centrelink.

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

5.8 Regular hire Groups Newtown Sports Stadium/ Bannockburn:

Schools and sporting clubs to be invoiced at time of the booking and payable within 14 days. **Damage occurred to facilities:** Damage, loss, breakage will incur an additional charges and will be invoiced separately and payable within 7days.

5.9 Trading Terms: YMCA Geelong trading terms are 14 days from date of Tax Invoice for approved creditors. All creditors must complete a YMCA Geelong Credit Application Form. Credit Accounts will not be approved in advance of receiving the YMCA Geelong Credit Application Form being approved and therefore cash/EFTPOS payment on booking. Outstanding invoices beyond 30 days from date of invoice will incur a late fee of 5% per month. Debts beyond 90 days will be forwarded to credit agencies.

5.10 Security deposit: All Camp bookings require are 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.

6. Camp Accounts Payable:

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.

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

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

6.3 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.

6.4 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.

If numbers increase from the original confirmed booking details, customers will be charged for actual attendee bookings.

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.

7. All programs and Services

Managers Discretion: The manager of the given program/service 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.

7.1 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.

7.2 Birthday Parties

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

7.3 Payment Methods

YMCA Geelong accepts;

Visa and Mastercard payments via EFTPOS for facility bookings & direct debits

Cash- for program payment other than Gymnastics and School Holiday Programs

Direct Deposits for Approved Credit Account holders.

We not accept AMEX as a payment method at any of the YMCA Geelong operations

8. ROLES AND RESPONSIBILITIES

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

9. 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.

10. SUPPORTING DOCUMENTS

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

Approved by: CEO

Meeting number and date: SMT 20/06/2016, 04/04/2019

Resolution number:

Effective date:03/09/2014 updated 20/06/2016, 23/04/2019

Reviewed: .03/09/2014 20/06/2016

Review date:04/04/2020

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
V4	22/6/2016	Renaë Lamaro	Updated clauses 5.1,,5.1.2,5.1.3, Term Fees Newtown ,Nth Geelong, Bannockburn 5.1.13 included clause Gymnastics Competition Fee 5.3 Change wording Vacation care to School Holiday Program 5.6 Include credit application details in clause 5.9 Change wording from Manager to CEO
V5	01/07/2016	Shona Eland	Updated Clauses 5.2 all clauses have been updated in line with new direct debit processing system as of 01/07/2016.

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<p>V6</p>	<p>28/03/2019</p>	<p>Shona Eland</p>	<p>Clause 5.2.1 updated "Classes are conducted over 46 weeks"</p> <p>Clause 5.2.4 added "NDIS/Workcover/TAC Clients are required to ensure that they have the approved funding for the service at the time of booking. Customer without approved funding to cover the costs associated with the classes will be require to make payment for the service to YMCA Geelong and make arrangements to recover the NDIS/ Tac/Workcover payments."</p> <p>Clause 5.2.5 Added "We will provide written correspondence to the member, we do not provide verbal approvals." and Payment plans may be requested and authorised at the discretion of the Centre Manager- Newtown</p> <p>Clause 5.2.6 Changed Centre Director to Centre Manager</p> <p>Clause 5.2.9 added "minimum"</p> <p><u>Clause 5.2.10 Refunds added</u> "Refunds are processed on completion of a Request for Refund Form approved by the Centre Manager. Payment is process via our fortnightly accounts payable system and directly deposited in the customer nominated account".</p> <p>Clause 5.2.11 added "when YMCA Geelong cancel classes during terms." And "volunteer levy</p> <p>Clause 5.5 Trial bookings: Payment for a trail class can be paid upon booking program or service via EFTPOS.</p> <p>Clause 5.6 School Holiday Program: added "Fees for the bookings is required to be paid"</p> <p>Clause 5.6 .1 School Holiday Program: Fees for the bookings is required to be paid prior to participation in activity via Direct debit. 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 software and live access to calculate the balance of fees owing at time of booking.</p> <p>Clause 5.6.1 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. Clause 5.6.2 NDIS Clients are required to ensure that they have the approved funding for the service at the time of booking. Customer without approved funding to cover the costs associated with the classes will be require to make payment for the service to YMCA Geelong and make arrangements to recover the NDIS/ Tac/Workcover payments.</p> <p>Clause 5.6.3 Added clause "Families are required to ensure that they approve Geelong and District Vacation Care as their service provider every 8 weeks in order for YMCA Geelong to correctly apply to service bookings and invoice with the Child Care Subsidy. YMCA Geelong will notify families if there is an issues with your subsidy and if the matter is not resolved by the due date for the Direct Debit processing families will debited the full fees and required to address the Child Care Subsidy through Centrelink."</p> <p>Clause 5.7 Team Sports: added "Paid as "either a term fee or team sheet fee prior to the commencement of the game.</p> <p>Clause 5.8 Regular hire Groups Newtown Sports Stadium/ added " Bannockburn": Schools and sporting clubs to be invoiced at time of the booking and payable within 14 days. Added "Damage occurred to facilities: Damage, loss, breakage will incur an additional charges and will be invoiced separately and payable within 7days."</p> <p>Clause 5.9 Trading Terms: added "Credit Accounts will not be approved in advance of receiving the YMCA Geelong Credit Application Form being approved and therefore cash/EFTPOS payment on booking. Outstanding invoices beyond 30 days from date of invoice will incur a late fee of 5% per month. Debts beyond 90 days will be forwarded to credit agencies."</p> <p>Clause 5.10 Security deposit: added "All Camp bookings"</p> <p>Clause 6.4 added "If numbers increase from the original confirmed booking details, customers will be charged for actual attendee bookings."</p> <p>Clause 7.3 Payment Methods YMCA Geelong accepts; Visa and Mastercard payments via EFTPOS for facility bookings & direct debits Cash- for program payment other than Gymnastics and School Holiday Programs Direct Deposits for Approved Credit Account holders. Approved SMT 04/04/2019</p>
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The Young Men's Christian Association of Geelong Inc.

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As adopted by the YMCA Geelong on 04/04/2019

A handwritten signature in black ink, appearing to read "Sharon McCree". The signature is written in a cursive, flowing style.

Chief Executive Officer YMCA Geelong Inc