



AGC REFUND POLICY

Policy Name:	<i>AGC Refund Policy</i>
Date of Approval:	<i>November 2025</i>
Policy Coverage:	<i>Membership Fees</i>
Date of Review:	<i>November 2026</i>

INTRODUCTION

Armadaale Gymnastics Club Inc is committed to working responsibly and ethically within a legal and regulatory environment. To this end, all Club policies and procedures will reflect this, and we will act and make decisions in accordance with this commitment. A refund policy is part of good customer service. This Policy outlines circumstances in which a refund will be made and if any charges are to be deducted.

DEFINITION

Refund refers to the transfer, exchange or reimbursement of monies paid for agreed services, which:

- have not been delivered in the timelines stated.
- don't match the sample and/or demonstration provided; and or
- aren't as they were described.

POLICY APPLICATION

This policy applies to all services provided by Armadaale Gymnastics Club Inc as part of daily business operations, undertaken by the Committee and/or employees, in their dealings with customers, members and suppliers.

Adoption of this policy will ensure Armadaale Gymnastics Club Inc will continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

POLICY COVERAGE

All activities undertaken by Armadaale Gymnastics Club Inc as part of its day-to-day operations including conduct of competitions, events, daily gymnastics lessons, purchases of uniform and related customer services are incorporated.

PRINCIPLES

Armada Gymnastics Club Inc Refund Policy is characterized by its reliance on a number of principles. Adherence to these principles will ensure open and honest communication about our services with our customers, members, and suppliers.

These principles include:

- Communicating in plain language to ensure information on our services is clear, accurate and easily understood.
- Ensuring our commitment to providing quality services is implemented by all staff.
- Responding promptly to any concerns with respect to the non-delivery of agreed services
- Providing an efficient, fair, and consistent handling process; and
- Actively encouraging and responding to feedback from our customers, members, and suppliers.

REFUND RULES

All Annual Club registration fees are to be paid in full upon registration.

Armada Gymnastics Club Inc does not hold places without paid registration.

Registration cancellations will only be accepted in writing, via email.

Armada Gymnastics Club Inc does not refund Club Membership fees or Governing Body Fees except in special circumstances. Refunds may be considered for technical problems associated with the payment of fees. Consideration of a refund must be made in writing to Armada Gymnastics Club Inc by e-mail to admin@armadalegc.com.au.

A decision to offer a refund will be at the discretion of the Armada Gymnastics Club Inc Committee.

Refunds will be made within 10 working days of accepting the refund request. Refunds will be paid via bank transfer and in Australian dollars (AU\$).

The following additional rules will apply:

- All term fees are paid fortnightly, in advance by Direct Debit
- Any credits raised to your account each term (including KidSport) will be applied to the following term's invoice.
- 14 days notice in writing must be provided to the club to terminate membership and direct debit payments.
- Refunds of term fees will only be provided if 2 weeks' notice written notice is given and accounts are in credit.
- Upon cancellation of the membership, any KidSport credits still available will be returned to KidSport as per their terms and conditions.
- Non-attendance at general training sessions does not qualify a customer or member for a refund, transfer, credit, or exchange against fees paid.
- Members who provide a GP Medical Certificate that covers missed training dates will have a credit applied to the following term's invoice. Please note Armada Gymnastics Club Inc can request a Medical Clearance from a GP to allow members to return to training, depending on the initial GP Certificate.
- Training fees do not include costs for events, competitions, or any uniform items. The fees are applied for the coaching/tuition provided and use of the Club's gymnastics-related equipment.

Armadale Gymnastics Club Inc acknowledges the State Squad Fee inclusions, and this policy runs in conjunction with the AGC State Squad fee requirements.

- Armadale Gymnastics Club Inc acknowledges the Package(s) Fee inclusions, and this policy runs in conjunction with the AGC Package(s) fee requirements.
- A non-refundable annual Club membership and governing body registration fee applies. This membership is valid from January 1st to December 31st in the current year.
- Claims for refunds, transfer, credit, or exchange will not be considered unless accounts are paid up-to-date or in credit.
- Events will carry their own refund policy based on the hosts ruling of that event. Armadale Gymnastics Club Inc will notify parents of these policies as the events occur. For any internal events, a partial/full refund may be given if a medical certificate is supplied. This will be based on a case-by-case basis and is dependent on costs incurred by the club at the time of the refund request.
- Members who are unable to attend an event due to extenuating circumstances (i.e. family death, major illness, etc.) may apply in writing to Armadale Gymnastics Club Inc, and with written evidence may be eligible for a full/partial refund, regardless of notice. This will be based on a case-by-case basis and will be decided upon by our committee.
- Armadale Gymnastics Club Inc do not offer refunds or exchanges on Uniforms/Merchandise purchased unless it is proven that the item was faulty at the time of purchase.
- If Armadale Gymnastics Club Inc cancels the scheduled class or event, Armadale Gymnastics Club Inc will retain full payment if the class or event is re-scheduled or may apply a credit of the cancelled class to the following terms fees. If members then choose to leave after a cancelled class, Armadale Gymnastics Club Inc will give a refund on the cancellation.
- The club will apply credit fees if a gymnast is going to have a planned absence of 4 consecutive sessions or more. To have this credit applied you must email the club at least one week prior to the dates in question to then have this applied to your following terms invoice. This credit can only be applied once every calendar year. All other absences will follow our usual refund policy.
- The same refund Policies apply to Holiday Training for State and Club level Classes; however, the Club request Vacation absences are advised to the Club in writing prior to the commencement of the Holiday Training.

ROLES AND RESPONSIBILITIES

ADMINISTRATION STAFF

- Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints.
- Actively promote the Clubs Refund policy to all staff, customers and suppliers.
- Ensure that all members receive a copy of the AGC Refund Policy.
- Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted and/or complaints can be directed to the appropriate management staff.
- Respond promptly to any concerns with respect to the non-delivery of agreed services in line with the Club's refund policy.
- Devise and implement strategies to address any on-going issues that result in the non-delivery of agreed services.

STAFF

- Deliver all services to the Club's required standard and in-line with assigned duty statements and employment agreements.

- Alert Head Coach with respect to any agreed services not delivered and the circumstances causing this.
- Always work responsibly and ethically when representing the Club and delivering agreed services.

MEMBERS

- Report the non-delivery of services to the Club via email to admin@armadalegc.com.au within a reasonable time.
- Provide details on the services not received and/or proof of purchase.

ADDITIONS AND CHANGES TO POLICY

Recommended changes to this policy may be submitted to AGC Sports Inc Administrator for consideration at any time via email to admin@armadalegc.com.au

Should changes be accepted, the policy will be updated, dated, and circulated to all relevant stakeholders.

AGC Sports Inc is committed to ensuring all policies are up-to-date and reflect current times, therefore reviews are undertaken annually. The next review date is detailed at the beginning of each policy.

CONFIDENTIALITY AND REPORTING

Armadale Gymnastics Club Inc administration is responsible for implementing this Policy and will work within the legal requirements of the Privacy Act 1988 and the Clubs Privacy Policy.