

## **EGA PAYMENT AND REFUND POLICY**

The following outlines payment expectations and processes at EGA

All payments are due on the dates listed on your invoice which is emailed to you indicating the DUE DATE. Please note that GST is included in all advertised fees. EGA members are required to have electronic payment information on file through the duration of the season.

This can be in the form of direct bank draft or credit card. Families who choose to pay cash are welcome to do so but must also provide electronic payment information to secure their account. We endeavour to post fees to your account via Gymbiz (our registration software program) five days prior to their due date.

You may log into your account at any time to review your charges and payments via the Customer portal. Every family is required to have a pre-authorized payment form completed and billing information on file.

- Fees not paid by due dates will incur a \$25 late fee.
- Declined credit cards and dishonour bank withdrawals will also incur a \$25 fee.

We process payments through our payment system one week before Term commences for most fees and occasionally on various days for special payments such as competition, travel fees or uniform fees.

We understand that from time to time circumstances arise that may result in a request for special arrangements for payments EGA offers a Payment Plan which involves completing an application form. Fees must be finalised by Week 6 of the Term.

We do our best to accommodate this whenever possible. All requests for special arrangements must be done through our Accounts Manager. Email: [admin@ega.academy](mailto:admin@ega.academy)

### **Pay-to-Play Policy**

EGA maintains and enforces an ongoing pay-to-play policy. Athletes whose accounts become past due by fourteen days or more may not be permitted to attend practices or classes until their account is brought into good standing. Missed practices due to non payment will not be excused and will be subject to our Attendance Policy (See Appendix B). Athletes who sit out due to non-payment will be invited back to classes once the full balance owing has been paid, including any and all penalties.

### **Refunds & Withdrawals**

All withdrawals will be processed with written notice from the family in question. Withdrawals received mid year will be processed without refund for tuition already paid and families will not be charged subsequent tuition payments.

Note: Registration, apparel, and competition fees are non refundable. By withdrawing, families who withdraw from the program do so with the understanding that they forfeit any and all claims to these funds.

The following fees will be refunded as detailed below:

- Enrolment Fee due December 15. 50% refund until January 15. After January 15, no refund.
- Uniform fees- No refunds once ordered. Special Circumstances Participants removed from EGA due to code of conduct or attendance violations are not eligible for refunds, including

registration, apparel, competition or tuition fees. In cases of injuries, in general if an athlete is injured short term and will be out less than two weeks, there is no compensation on tuition.

- If an athlete is injured and will be out for longer than two weeks, monthly tuition will not be charged beyond the first 14 days. All injuries will be dealt with on an individual basis and should be communicated to coaches and management immediately.

All programs are charged by the term which covers 8 weeks of classes. Families are required to remit payment in full prior to the class start date. Families who do not submit payment for classes prior to the term start date may be removed from the class and their position filled from the waitlist.

By enrolling in a program at EGA, athletes and families consent to payment of an Annual Registration & Club fee for the duration of their active participation at EGA. This joining fee covers the cost of insurance and other annual costs incurred by EGA on your behalf.

Tuition fees are to be received BEFORE the start of the first class. Once funding has been approved and received, it will be applied to the family account as a credit to be used for following tuition charges.

Refunds and Withdrawals. Families attending term classes may withdraw prior to the start date without penalty. After the class has begun, families may withdraw within two weeks and receive a refund equal to 75% of tuition. After attending two classes, withdrawals will be processed without refund. Registration & Club fees are non-refundable.