

## **PAYMENT, LATE PAYMENT & REFUND POLICY**

This policy applies to all EGA programs. The following information should assist with explaining how our payments, late payments and refund policies work.

### **1. PAYMENTS**

Every member must have their Annual memberships (includes insurances) paid in full prior to entering into any classes. Booking priority is always given to existing members. Members rebooking is usually approx. 6 weeks before the end of the current term. The priority period will remain until 2 weeks prior to the end of term when bookings will be available to all new members.

All term invoices are to be paid in full prior to the commencement of classes. Invoices will be issued indicating the due dates for payment.

If you are experiencing difficulty paying, payment plans are available by completing a payment plan application which must be forwarded to EGA.

### **2. LATE PAYMENTS AND OUTSTANDING AMOUNTS**

A reminder will be sent after

- 7 days from the due date on the invoice requesting immediate payment.
- After 14 days from the due date a 2nd notice will be sent requesting full payment or action from our debt collectors will be engaged.
- After 21 days the matter will be handed to our debt collectors for collection and all fees plus their costs will be included.
- If after 30 days the funds still outstanding, the child will be unable to enter any classes until the full balance is received.

### **3. REFUNDS AND CANCELLATIONS**

EGA has a **no refund** policy. We will however answer requests for possible credits or refunds for the following reasons,

- If they occur prior to the commencement of the term and we do not get left with a vacancy.
- If there is a doctor certified issue. (A medical certificate is to be submitted to EGA within 21 days of the first doctors appointment or the first date of absence from training due to injury).  
\* Doctor's certificates must be issued by an independent consultant or practitioner. \*\*  
Certificates must be EMAILED not given to coaches.
- Extenuating circumstances will be considered by Management.
- Credits (IF APPROVED) must be used during the current year.
- All reversals of any kind will attract a \$35.00 fee.... NO EXCEPTIONS.
- Competition entry refund requests must be lodged no later than 72 hours from the competition date.
- Reception staff are not authorised to grant any refund of any kind. All complaints, claims or disagreements are to be directed to EGA Directors.

We trust that this document will assist us all in avoiding any disappointment or embarrassment and we hope that you will understand that we rely on our members funds for its ongoing success.