

# REFUND POLICY STATEMENT

**EGA Name:** Refund Policy Date of Issue: August 2016

**Policy Coverage:** Services Date of Review: January 2021

**Controlling Body:** EGA Directors

## 1. STATEMENT OF COMMITMENT

EGA is committed to working responsibly and ethically within the legal and regulatory environment. To this end all Company policies and procedures will reflect, and we will act and make decisions in accordance, with this commitment to Fair Trading. Our refund policy is in accordance with the Trade Practices Act.1989.

## 2. DEFINITION

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

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

**3. POLICY APPLICATION** This policy applies to all services provided by EGA as part of its daily business operations, undertaken by directors and/or employees, in their dealings with customers and suppliers. Adoption of this policy will ensure our organisation can continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

**4. POLICY COVERAGE** All activities undertaken by our organisation as part of it's day-to-day operations including conduct of competitions/events, daily gymnastics lessons and related customer services are incorporated.

**5. PRINCIPLES** EGA Refund Policy is characterised by reliance on a number of principles. Adherence to these principles will ensure open and honest communicate about our services with our customers and suppliers. The 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
- Actively encouraging and responding to feedback from our customers and suppliers

**6. REFUND RULES** The following rules will apply: -

- Non-attendance at training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid. Pre-payment of lesson fees, and annual club/Governing body registration fees, are a requirement to ensure a class position is available.
- Training fees do not include costs for events, level badges or any uniform items. The fees are applied for the coaching/tuition provided and use of the club's gymnastics related equipment. No refund for cancellations if caused by any natural disaster beyond our control.
- A non-refundable Annual club membership and GYMNSW 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. If appropriate, a Request for REFUND form must be completed and forwarded to EGA.

- Make-up classes may be arranged (but not guaranteed) for genuine illness and/or special circumstances. Two make-ups per term are permitted PER Term (if 3 or more are missed) if due to illness or injury which must be validated by a medical certificate. However, notification of absence must be given prior to the customer missing the start of their normal training session.

- **Injury:**

There is no reduction in term fees, unless the injury takes you out of the gym for over two weeks, and only if the athlete cannot participate in workouts in any way.

A Doctor's certificate must be supplied to receive a refund/credit on fees. The manager will work with you on an individual basis.

- Changes to training schedule: From time to time we reserve the right to shorten session times in lead up to competitions. On rare occasions classes may have to be cancelled due to coach's commitments to events. We will always endeavour to do a makeup class for shortened or cancelled sessions. No refund on fee's is given if your you/child cannot attend the make-up class.

## **7. ROLES AND RESPONSIBILITIES**

### **Company Director**

- Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints. Actively promote the Company's Refund policy to all staff, customers, via the Company's Refund Policy Statement
- 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 Company'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 Company's required standard and in-line with assigned duty statements and employment agreements
- Alert Senior Management with respect to any agreed services not delivered and the circumstances causing this
- Work responsibly and ethically at all times when representing the Company and delivering agreed services Customers/Suppliers
- Report the non-delivery of services to a Company Director within a reasonable time
- Provide details on the services not received and proof of

## **POLICY BREACHES AND CONSEQUENCES**

Failure to abide by our refund policy, may result in disciplinary action being taken (Suspension or expulsion from organization)

## **REPORTING AND CONFIDENTIALITY**

Communication between all levels of our organisation is essential for the effective and efficient running of the club. Key representatives are required to report on activities with regard to policy. It is in all our best interest to ensure confidentiality when making a report

#### **ADDITIONS AND CHANGES TO POLICY**

Recommended changes to this policy may be submitted to the organisations Company Director for consideration at any time. Should changes be accepted, the policy will be updated, dated and circulated to all relevant stakeholders.

EGA 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.

Signed: EGA Directors      Date 15th January 2019

FURTHER INFORMATION For further information on this policy, contact:- EGA Director  
[admin@ega.academy](mailto:admin@ega.academy)