



# Tuition & Payment Policy

## 1. Tuition

Tuition is charged in advance each month based on the number of hours the gymnast is enrolled and the number of weeks / classes in the month. Enrolments can be requested by members/families via the customer portal. FLIP staff may also set up active enrolments on behalf of members. This will be done as required and when gymnasts move to the new timetable each year. Actively enrolled gymnasts will be charged for all classes scheduled in the month. FLIP will communicate via email regarding enrolments. It is the members responsibility to check enrolments in the customer portal before the end of each month and drop any unwanted enrolments to avoid being charged for any unwanted enrolments. Credits and Refunds will not be issued for failure to drop unwanted classes before the end of the month.

Gymnasts will be charged for classes they miss due to personal reasons such as injury, illness, personal holidays etc. However, these classes can be rescheduled in an equivalent class provided there is availability (see below).

Tuition payments are processed via credit card saved to the gymnasts FLIP Gymnastics family account on the 1st of each month for that month. (Please note if the 1st falls on a non-banking day the deduction may occur from your account in the subsequent days).

## 2. Registration

The registration payment must be paid to enrol in a class. It is a once off payment made to register with the organisation and add your account details to all our systems.

## 3. Cancelling Tuition / Classes

All enrolment cancellations (drops) are required to be submitted online via the gymnasts FLIP Gymnastics club file and should be submitted before the end of the current month to avoid further tuition payments being processed. Processed cancellation requests are effective following the last paid class (all payments are made in advance on 1st of month) or a date following the last paid class if requested.

**NO refund or credit will be applied if you choose not to attend any paid classes.**

Gymnasts who do not attend for 3 or more weeks and do not submit future absences may have their enrolment cancelled by FLIP Gymnastics staff.

Families with overdue accounts of 7 or more days may have their enrolment cancelled by FLIP Gymnastics Staff.



#### **4. Class Absence / Rescheduling**

All absences for future classes are required to be submitted online via the gymnasts FLIP Gymnastics family file. To receive a make-up token, the absence must be submitted before the class start time. At the conclusion of the class a make-up token will be applied to the gymnasts file and classes can be rescheduled utilising the makeup token for up to one month after the absence.

Make up tokens will expire **1 month** from the date of the missed class and you must be actively enrolled in classes to utilise make up tokens that were issued when our facilities were open and classes were running. Make up tokens cannot be utilised by persons no longer actively enrolled in FLIP classes.

##### **Tuition FREE absence**

One week block absences (Monday to Sunday) can be taken as tuition free absences. Members are entitled to a maximum of 4 weeks per calendar year. Future absences must be made via the gymnasts FCGC file (customer portal / customer APP) by the Sunday prior to the absent block. The absence must be for 7 days – Monday to Sunday and note in request **must state that a “tuition free” absent is requested.**

#### **5. Credits and Refunds**

Credits and refunds are not available for missed classes except in exceptional circumstances and at the discretion of the director and will last for 3 months. No credits or refunds are available for Registration payments. No refunds or exchanges are available on merchandise purchased through FLIP for change of mind, incorrect sizing or incorrect item purchased.

**WE DO NOT ISSUE REFUNDS OR CREDIT IF YOU CHANGE YOUR MIND OR MISS CLASSES**

**FLIP Gymnastics reserves the right to cancel classes.**