

SHIRE GYMNASTICS RECREATIONAL CLASS PAYMENT & REFUND POLICY

THE FOLLOWING INFORMATION SHOULD ASSIST WITH EXPLAINING HOW OUR PAYMENTS AND ALSO LATE PAYMENT AND REFUND POLICIES WORK.

1. PAYMENTS

EVERY RECREATIONAL MEMBER MUST HAVE THEIR ANNUAL REGISTRATION FEES PAID IN FULL PRIOR TO PARTICIPATING IN ANY CLASSES AS WELL AS THEIR FULL TERM FEE COST PAID IN FULL.

BOOKINGS ARE MADE ONLINE AND ARE SUBJECT TO AVAILABILITY.

RE-BOOKING PRIORITY IS GIVEN TO EXISTING MEMBERS BETWEEN TERMS BUT NOT OVER A NEW YEAR. EXISTING MEMBERS WILL HAVE 2 WEEKS (FROM WEEK 7 OF TERM) TO RE-BOOK INTO THEIR CURRENT ENROLLED CLASS ONLINE BEFORE ONLINE BOOKINGS OPEN TO NEW MEMBERS. ALL INCOMPLETE (UNSIGNED) REGISTRATIONS WILL NOT BE ALLOWED TO PARTICIPATE IN A CLASS, EVEN IF FULL PAYMENT IS MADE.

2. LATE PAYMENTS

ALL RECREATIONAL CLASS INVOICES ARE DUE WITHIN 24 HOURS OF MAKING THE ONLINE BOOKING.

IF YOU CHOOSE NOT TO PAY VIA CREDIT CARD ONLINE, ANOTHER FORM OF PAYMENT MUST BE COMPLETED WITHIN THE 24 HOURS TO CONFIRM PLACEMENT IN CLASS.

A CHILD WITH AN OUTSTANDING INVOICE WILL NOT BE ALLOWED TO PARTICIPATE IN CLASS.

3. REFUNDS AND CANCELLATIONS

WE HAVE A NO REFUND POLICY.

WE OFFER A NO OBLIGATION TRIAL CLASS TO ILLUMINATE CHANGE OF MIND.

WE WILL HOWEVER ANSWER REQUESTS FOR POSSIBLE CREDITS FOR THE FOLLOWING REASONS,

1. IF THERE IS A DOCTOR CERTIFIED ISSUE. (A MEDICAL CERTIFICATE IS TO BE SUBMITTED TO SHIRE GYMNASTICS WITHIN 21 DAYS OF THE FIRST DOCTOR'S OR PHYSICIAN'S APPOINTMENT OR THE FIRST DATE OF ABSENCE FROM CLASS DUE TO INJURY).

* DOCTOR'S CERTIFICATES MUST BE ISSUED BY AN INDEPENDENT CONSULTANT OR PRACTITIONER. ** CERTIFICATES MUST BE GIVEN TO RECEPTION OR EMAILED VIA INFO@SHIREGYMNASTICS.COM.AU, NOT GIVEN TO COACHES.

CREDITS WILL BE APPLIED TO YOUR ACCOUNT FOR USE ON FUTURE CLASSES OR MERCHANDISE. CREDITS CAN BE USED FOR MEMBERS IN THE SAME FAMILY, BUT NOT TRANSFERRED TO ANOTHER MEMBER.

4. EXCEPTIONAL CIRCUMSTANCES (PANDEMIC/ OUT OF OUR CONTROL SITUATION)

CREDITS WILL BE GIVEN FOR CANCELLED CLASSES DUE TO BUSINESS CLOSURES OUT OF OUR CONTROL.

A REFUND WILL ONLY BE OFFERED UNDER OUR DISCRETION OR WHAT IS MORE SUITABLE IN EACH SITUATION.

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.