



Payment and Refund Policy

The following policy aims to create a safe, supportive, and respectful environment for children and young people attending FGDA.

At **Future Generation Dance Academy (FGDA)**, we are committed to providing clear and transparent financial policies to ensure a smooth and hassle-free experience for our students and their families. This **Payment and Refund Policy** outlines the processes for tuition fees, payments, and any circumstances under which refunds may be issued.

1. Tuition Fees and Payment Structure

- **Tuition Fees:** The tuition fees are set by the term and communicated to parents/guardians at the time of enrolment in the information booklet. Fees may vary depending on the number of classes enrolled in, and frequency of attendance (e.g., group classes, private lessons, workshops, etc.).
- **Payment Schedule:** Tuition fees are charged on a termly basis. The specific payment schedule for each term or session will be provided at the time of enrolment in the information booklet (generally a 10 week term), and invoices will be issued in advance of the due date.
- **Payment Options:** At FGDA we offer TWO payment options for each term:
 - a. Option 1: Pay in full BY THE END OF WEEK 1 of the term and receive a 20% discount off of term fees.
 - b. Option 2: Set an autopay schedule via the portal of weekly, fortnightly or monthly payments.
- **Payment Deadlines:** Tuition fee deadlines are determined by the payment option selected.
 - a. Option 1 is due by the end of week 1
 - b. Option 2's due date is set when the Autopay feature is set up on the portal. This allows for financial convenience if need be.

2. Late/Missed Payments

- **Late Payment Fee:** A late or missed payment fee of [insert amount] will be applied if payment is not received by the scheduled autopay date. This fee will be added to the outstanding balance and must be settled before the end of the term.

3. Payment Methods

FGDA accepts the following payment methods:

- PayPal (Via the portal)- This incurs a fee
- Bank Transfer- No Fee
- AutoPay Via Credit Card

All payments should reference the student's name and the term/session being paid for to ensure the payment is correctly allocated.

4. Refund Policy

FGDA offers a **limited refund policy** for tuition fees under specific circumstances. By enrolling at FGDA, parents/guardians and students agree to the terms set forth in this policy.

- **Cancellation Before or during the term:** If a student decides to withdraw from a course before classes commence, a full refund will be issued up until the notified stop date, minus any non-refundable registration fees or administrative costs. Requests for refunds must be made in writing via email, as this will be used as the official stop date.
- **Refund for Missed Classes:** Unfortunately, FGDA does not offer refunds for classes that are missed due to student absence, illness, or other personal reasons. We encourage students to attend all scheduled classes to ensure they benefit fully from the course.
- **Medical Withdrawal:** In the case of a medical condition or injury that prevents a student from continuing their classes for an extended period, a partial refund or credit for future classes may be considered, subject to receipt of a doctor's note. In such cases, the academy will work with the student and family to find a fair solution, including offering make-up classes, credit toward future sessions or a full refund.
- **Summer Camp/Workshops/Short-Term Programs:** Refunds for summer camps, workshops, or short-term programs will be handled on a case-by-case basis. A full refund (minus administrative fees) may be issued if a cancellation is made at least [48 hours prior] in advance. No refund will be issued if the cancellation is made on the same day.
- **Special Events (e.g., Performances or Competitions):** Once tickets for performances or competitions have been purchased, they are non-refundable. In the event of a student's absence due to illness or an emergency, no refund will be issued, but FGDA may offer a credit or partial refund on a case-by-case basis, depending on circumstances.

5. Non-Refundable Fees

Certain fees are non-refundable and will not be subject to refund under any circumstances, including:

- **Registration Fees:** A one-time registration fee is required upon enrolment and is non-refundable.
- **Costume Fees:** If applicable, any fees paid for costumes for performances are non-refundable once the costumes have been ordered or prepared.
- **Administrative Fees:** Any administration or processing fees related to special events, workshops, or external performances are non-refundable.

6. Cancellation of Classes by FGDA

In the unlikely event that FGDA must cancel a class due to unforeseen circumstances (e.g., instructor illness, facility issues, or extreme weather conditions), we will notify students as early as possible. FGDA will make reasonable efforts to reschedule the class, offer a make-up session, or provide a credit toward future classes. If classes cannot be rescheduled, a partial refund may be issued via the portal. Parents are not to deduct any cancelled classes themselves.

7. Policy Changes

FGDA reserves the right to make amendments or updates to this Payment and Refund Policy. Any changes will be communicated to students and parents/guardians in advance. The updated policy will be available on the academy's website and at the academy's office.

At **Future Generation Dance Academy (FGDA)**, we strive to maintain a transparent, fair, and accommodating financial environment for all of our students and families. This Payment and Refund Policy is in place to ensure that we continue to provide high-quality education while maintaining the integrity and sustainability of our academy. Should you have any questions or concerns regarding fees or refunds, please do not hesitate to contact us directly.
