

## INTRODUCTION

Hornsby RSL Gymnastics is committed to working responsibly and ethically within the legal and regulatory environment. To this end all Club policies and procedures will reflect this and we will act and make decisions in accordance with this commitment. A refund and returns policy is part of good customer service. This Policy outlines circumstances in which a refund and/or return will be made and if any charges are to be deducted.

## DEFINITION

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

- have not been delivered in the timelines stated;
- did not meet the standard that the customer was led to believe they would;
- don't match the sample and/or demonstration provided; and or
- aren't as they were described.

## POLICY APPLICATION

This policy applies to all services provided by Hornsby RSL Gymnastics as part of its' daily business operations, undertaken by Club Managers and/or employees, in their dealings with customers, members and suppliers.

Adoption of this policy will ensure Hornsby RSL Gymnastics will continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

## POLICY COVERAGE

All activities undertaken by Hornsby RSL Gymnastics as part of its day-to-day operations including conduct of competitions, events, daily gymnastics lessons and related customer services are incorporated.

## PRINCIPLES

Hornsby RSL Gymnastics Refund and Returns Policy is characterised by reliance on a number of principles. Adherence to these principles will ensure open and honest communication about our services with our customers, members and suppliers.

# HORNSBY RSL GYMNASTICS

## REFUND AND RETURN POLICY



These 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; and
- Actively encouraging and responding to feedback from our customers, members and suppliers.

## REFUND AND RETURN RULES

All gymnastics classes and annual club registration fees are to be paid in full upon registration. Hornsby RSL Gymnastics does not hold places without paid registration. Registration cancellations will only be accepted in writing, via email.

Hornsby RSL Gymnastics does not refund membership fees except in special circumstances. Consideration for a refund and/or returns must be made in writing to the Hornsby RSL Gymnastics by e-mail to [info@hornsbyrslgymnastics.com.au](mailto:info@hornsbyrslgymnastics.com.au). A decision to offer a refund or return will be at the discretion of Hornsby RSL Gymnastics.

Refunds will usually be made within 14 days of receiving the refund request. Refunds will be paid in the same tender type as the original payment and in Australian dollars (AU\$). Any refunds will incur a 25% administration fee.

The following additional rules will apply:

- Non-attendance (including family holidays) at general training sessions and/or holiday programs does not qualify a member for a refund, transfer, credit or exchange against fees paid;
- Training fees do not include costs for events, ballet classes or any uniform items. The fees are applied for the coaching/tuition provided and use of the club's gymnastics related equipment;
- A non-refundable annual club membership and governing body 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; and
- Make-up classes can be arranged for genuine illness and/or special circumstances. However, notification of absence must be given prior to the member missing the start of their normal training session, it must be taken in the same term period and is dependent on class availability.
- Members who are unable to attend an event due to extenuating circumstances (i.e. family death, major illness, etc) may write to Hornsby RSL Gymnastics and with written evidence (eg Doctors Certificate) may be eligible for a full refund (less 25% administration fee), regardless of notice;
- Should a member decide not to continue to the end of term, the member will not be entitled to a refund of term fees;
- No refunds, returns or credit will be given for new merchandise or clothing purchased from the club;
- If Hornsby RSL Gymnastics cancels the scheduled class or event, members may elect to be given a 100% refund, or they may choose to allow Hornsby RSL Gymnastics to retain their full payment until the class or event is re-scheduled.

## ROLES AND RESPONSIBILITIES

### Management Committee

- Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds, returns and complaints;
- Actively promote the Clubs Refund and Returns policy to all staff, customers and suppliers;
- Ensure the key information in the Policy is added to Membership forms or other relevant documents;
- 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 Club's refund and return policy; and
- 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 Club'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; and
- Work responsibly and ethically at all times when representing the Club and delivering agreed services.

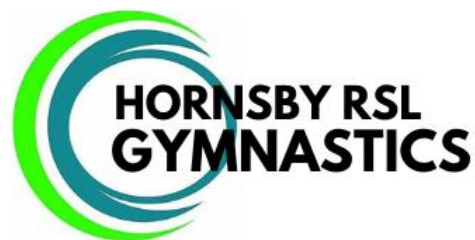
### Customers/Suppliers

- Report the non-delivery of services to a Club Manager within a reasonable time; and
- Provide details on the services not received and or proof of purchase

## ADDITIONS AND CHANGES TO POLICY

Recommended changes to this policy may be submitted to Hornsby RSL Gymnastics Manager or Management Committee for consideration at any time. Should changes be accepted, the policy will be updated, dated and circulated to all relevant stakeholders.

Hornsby RSL Gymnastics 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.



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## **CONFIDENTIALITY AND REPORTING**

Hornsby RSL Gymnastics administration is responsible for implementing this Policy and will work within the legal requirements of the Privacy Act 1988 and the Clubs Privacy Policy.