



# PERTH MAGIC ALL STARS

REFUND & PAYMENT POLICY

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## 1.0 REFUND POLICY

### 1.01 General Conditions

The following rules will apply to all the above:

- 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 fees are a requirement to ensure a class position is available.
- Training fees do not include costs for events, competitions or any uniform items. The fees are applied for the coaching/tuition provided and use of the club's training equipment.
- Claims for refunds, transfer, credit or exchange will not be considered unless accounts are paid up-to-date or in credit
- Make-up classes may be arranged (but not guaranteed) for genuine illness and/or special circumstances. However, notification of absence must be given prior to the customer missing the start of their normal training session.

- Fees & charges are subject to change with prior notice
- Perth Magic Pty Ltd maintains and enforces an ongoing pay-to-play policy. Athletes whose accounts become past due by fourteen days or more, may not be permitted to attend team training or classes until their account is brought into good standing. Missed practices due to non-payment will not be excused and will be subject to our Attendance Policy. Athletes who sit out due to non-payment will be invited back to train once the full balance owing has been paid, including any and all penalties.

### PAYMENT DELAYS

Admin staff can delay payments for tuition/competitions and events/uniform on request up to 1 week (7 days) from the due date at no charge. At least 24-hours' notice before the due date via email is required to delay payments without incurring a late payment fee.

Late or missed payments will incur a \$5.00 fee (per payment).

Late or missed payments in excess of 14 days may not be permitted to attend training or classes until their account is brought into good standing.

### PAYMENT DEFAULTS

Payments which fail to debit or are declined may incur fees payable by member. These fees are only charged in order to reimburse Perth Magic on fees and surcharges from banking system charges that are charged on failed or declined debits.

Perth Magic Pty Ltd may choose to pass on the below fees (approx. \$2.50 per incident) if all of the conditions have been satisfied:

- 2<sup>nd</sup> incident of either declined debit, bank draft or portal payment; and
- Fees have been incurred by Perth Magic Pty Ltd.

Note the primary incident fees will be waived & absorbed by Perth Magic Pty Ltd.

### PAYMENT PLANS

Standard payment schedule is monthly payments however it may be possible to change to fortnightly payments upon request.

Monthly tuition (Novice/All Star programs only) can be split into 22 fortnightly payments. This payment plan will incur a \$2.50 per payment fee.

### SPECIAL CIRCUMSTANCES

Participants removed from the All Star or Novice programs due to code of conduct or attendance violations are **not** eligible for refunds, including registration, apparel, competition, or tuition fees.

#### 1.02 Novice/All Star Program

- All registration, camp and competition fees are non-refundable
- Missed classes for any reason are non-refundable as monthly tuition is an instalment of the total annual tuition
- If your athlete has a long-term injury/illness a refund or discount will be discussed. This is a case-by-case basis and is determined at the discretion of the program director.
- All payments paid upon registration and are non-refundable
- Withdrawal within Team Placement Process
  - Partial refund of Team Placement Fee paid in accordance with sessions attended
  - No team offer will be given

- Withdrawal after accepting Team Offer, before start of term 1/Feb 1st tuition due
  - Partial refund of Enrolment Pack fee
  - Enrolment removed with no tuition fees due
- Withdrawal during the training season, from start of term 1 to end of term 4
  - 50% of following months' tuition fee due
  - No refunds for tuition, camp, competition, uniform fees
  - Enrolment removed for team and additional classes

Families who withdraw from the program do so with the understanding that they forfeit any and all claims to these funds. The following fees will be refunded as detailed below:

### 1.03 Prep Program

- Withdrawal within semester:
  - Will remove enrolment and credit paid tuition fees for classes not attended (notice must be given prior to the start of class)
  - No refunds for event/competitions/uniform fees paid for
  - Fees for attended classes are still due
- Withdrawal between semesters:
  - Will not be charged for following term tuition/event fees

### 1.04 Recreational Program

- All payments must be paid upon registration and are non-refundable.
- If >24hrs notice via email/text/phone call - will remove enrolment and credit paid tuition fees for classes not attended

### 1.05 Apparel & Merchandise

- Credit or exchange may be accepted within 14 days and will be up to the discretion of management.
- This does not include competition uniforms as they are custom ordered to each athlete and can not always be resold

### 1.06 Tour Fees

- Tour fees are non-refundable.

### 1.07 Competition Fees

- Competition Fees are non-refundable and will not be discounted if a competition is missed

### 1.08 Camp Fees

- Camp fees are non-refundable.
- If the athlete is unwell and can provide a medical certificate a partial refund for camp fees may be given

### 1.09 Private Lessons

- All payments must be paid upon registration and are non-refundable.
- At least 24 hours' notice must be given for the cancellation of a private lesson. If less than a 24-hour notice is given or you are a no show the cost will still be charged and you will forfeit the lesson.

- If you are late for your lesson, it is at the coach's discretion to decide if they can go over time to complete your full lesson. For example, if they have a lesson right after, you will only receive the remainder of your time.
- If you need to miss a lesson due to injury/illness or excused absence and give your coach more than the 24-hour notice time you will be able to organise a make-up lesson or receive a credit for the missed class

### 1.11 Injury

There is no reduction in tuition fees, unless the injury takes you out of the gym for over two weeks, and only if the athlete cannot participate in training in any way. Athletes are still subject to the Attendance Policy during times of injury.

A Doctor's certificate must be supplied to receive a credit on fees. Perth Magic All Stars will work with each person on an individual basis.

### 1.12 Changes to Training Schedule

From time-to-time Perth Magic All Stars reserves 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 competition events.

We will always endeavour to do a makeup class for shortened or cancelled sessions. No refund on fee's is given if you/your child cannot attend the make-up class.

## 2.0 PAYMENT POLICY

**All families must have a valid credit card or bank account saved to their JackRabbit account.**

Registration fees, tuition fees, camp fees, and competition fees will be automatically deducted on their due dates. All other fees will be processed upon purchase or registration.

You will be notified via email or phone call if your account is overdue. We extend a 14-day period after due dates for fees that have been declined where families can settle their fees without late charges.

As of day 15 if no alternate payment arrangement has been agreed upon, a \$5 late fee will be added to your account. Should fees continue for more than 31 days overdue your athlete will be asked to sit out of practice until the account is brought back into good standing. After 31 days you will receive a final statement email outlining your overdue balance. If this is not paid or discussed within 7 days Perth Magic All Stars reserves the right to pass on your overdue account to a legal professional for debt collection.

All fees and previous payment history can be found on your JackRabbit account. This is accessible to all parents through our website. If you wish to pay cash for a charge on your account, please bring it in before the due date. If not; your card/bank account will automatically be charged on the due date.

You can log onto your account and make smaller payments for a charge before its due date. Once a charge hits its due date you will no longer be able to make smaller payments towards it. All apparel and other items (private lessons, specialty classes, etc.) will be processed on your account or purchased in house. If you wish to change your credit card/bank account information, please contact Perth Magic All Stars Management or login to your JackRabbit account and re-select your "Autopay" information.

Perth Magic Pty Ltd maintains and enforces an ongoing pay-to-play policy. Missed practices due to non-payment will not be excused and will be subject to our Attendance Policy. Athletes who sit out due to non-payment will be invited back to training and classes once the full balance owing has been paid, including any and all penalties. We understand that life happens, and unforeseen circumstances may arise, please contact us at [info@perthmagicalstars.com.au](mailto:info@perthmagicalstars.com.au) to make alternate arrangements

Fees & charges are subject to change with prior notice.

A complete list of fees and charges can be found at [www.perthmagicalstars.com.au](http://www.perthmagicalstars.com.au)

## 2.1 Novice & All Star Payments

### Current Members:

Novice & All Star team payments (note GST is included in all advertised fees) are due on the dates listed in our Team Information pack which can be accessed at [www.perthmagicalstars.com.au](http://www.perthmagicalstars.com.au)

Members of Perth Magic All Stars are required to have electronic payment information on file through the duration of the season. This can be in the form of direct bank draft or credit card.

**Families who choose to pay cash are welcome to do so but must also provide electronic payment information to secure their account.**

We endeavour to post fees to your account in Jackrabbit (our registration software program) **seven days prior** to their due date. You may log into your account at any time to review your charges and payments.

We process payments through our payment system on the 1st day of each month for tuition fees, and the first Monday of the term for term tuition fees. We understand that from time-to-time circumstances arise that may result in a request for special arrangements for payments.

We do our best to accommodate this whenever possible. All requests for special arrangements must be done through email to [info@perthmagicalstars.com.au](mailto:info@perthmagicalstars.com.au). This will reduce errors and misunderstandings.

Please Note: Pro rata fees apply based on start date.

Term fees & charges are non-refundable.

## 3.0 DISCOUNT POLICY

Perth Magic Pty Ltd maintains a protection policy regarding discounts and promotions, emphasizing that these benefits are granted solely at the discretion of the company. The company is committed to enhancing the customer experience through periodic discounts and promotions, while ensuring that all decisions related to these offerings are made with fairness and consistency in mind.

Perth Magic Pty Ltd reserves the right to determine the eligibility, duration, and terms of any discount or promotion, taking into account factors such as product availability, seasonal considerations, and customer engagement. It is important to note that the company may update, modify, or terminate any discount or promotion at any time, without prior notice, in order to remain adaptable to evolving business conditions. Customer inquiries and feedback regarding discount and promotion policies are welcomed by the company's admin team as Perth Magic Pty Ltd continues to prioritize professionalism and integrity in its service delivery.

There may be discounts or promotions available especially in extenuating circumstances as outlined on our website information centre page - [www.perthmagicalstars.com.au](http://www.perthmagicalstars.com.au)

## 4.0 PANDEMICS

In light of the ongoing uncertainty brought about by the COVID-19 pandemic and its potential impact on scheduled activities and classes, we have established this pandemic cancellation policy to provide clarity and transparency regarding the handling of class fees.

In the event that government mandates, health guidelines, or pandemic-related circumstances necessitate the cancellation of classes, the following policies will apply:

- When classes are cancelled due to pandemic-related reasons, participants will be offered a credit for the cancelled sessions. This credit can be applied towards future classes or activities offered by our organization. The credit will be issued for the proportionate amount of the remaining classes in the affected session, and it will remain valid for an extended period to allow for flexibility in rescheduling.
- We will promptly communicate any class cancellations due to pandemic-related reasons through our official communication channels, including email, website updates, and social media. Detailed instructions on how to claim and apply the class fee credits will also be provided to participants.

We appreciate the understanding and flexibility of our participants during these challenging times. Rest assured that our Perth Magic Pty Ltd is dedicated to navigating the uncertainties of the pandemic responsibly, and we look forward to resuming our classes and activities at a time where it is safe to do so.