



PERTH MAGIC ALL STARS

REFUND & PAYMENT POLICY

REVISION / CHANGES	DATE	AUTHORISED
01.00 DOCUMENT CREATION	16/10/23	N.GUGLIELMINO R.MUNT
02.00 SIMPLIFIED LATE PAYMENT PROCESS AND CLARIFIED PENALTIES. ADDED CLEARER SUPPORT OPTIONS FOR FAMILIES FACING FINANCIAL HARDSHIP. DEFINED CREDIT USAGE TIMEFRAMES AND CONDITIONS. UPDATED PRIVATE LESSON CANCELLATION PROCESS. IMPROVED READABILITY AND CONSISTENCY ACROSS SECTIONS.	24/10/25	N.GUGLIELMINO

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1.0 GENERAL INFORMATION

1.1 How payments work

- Payments are processed through **JackRabbit** (our registration software program) through the *Magic Portal* on our website.
- All families must have a valid credit card (**Autopay**) saved to their JackRabbit account.
- Registration, term, camp, competition, and choreography fees are automatically deducted on their due dates.
- Perth Magic endeavours to post fees to accounts within 7 days of their due date.
- Other charges (e.g. apparel, private lessons, specialty classes) are processed upon purchase or registration, and may be added to your account.
- You can view all invoices, payments, and account history anytime in JackRabbit via our website.

1.2 Late payments

- If a payment fails, you will be notified by email or phone.
- Families have a **14 day grace period** to settle overdue amounts with no penalty.
- Late payment penalties will apply as outlined in 2.2 PAYMENT TERMS.

1.3 Payment options

- Cash payments can be made before the due date to avoid automatic card charges.
- You can make smaller partial payments toward upcoming fees **before** their due date via JackRabbit.
- Once a fee reaches its due date, it must be paid in full.
- To update payment details, log into JackRabbit or contact Perth Magic All Stars Management.

1.4 Financial support

- We recognise that unforeseen circumstances may occur - if you experience hardship or need more time to pay, please contact us at info@perthmagicalstars.com.au.
- Perth Magic supports families in need and can provide extensions or payment plans for those who reach out before their due date.

1.5 Pay-to-Play reminder

- Athletes whose accounts are overdue are not permitted to train or compete until balances are cleared.
- Once full payment (including penalties) is made, the athlete may return to training.

2.0 GENERAL CONDITIONS

2.1 Attendance and Training Conditions

The following rules will apply to all the above:

- Fees cover coaching, tuition, and facility use only.
- Non-attendance does not qualify for refunds, credits, or transfers.
- Accounts must be up to date before refund or credit requests are considered.
- Credits are non-transferable, non-refundable balances applied to future programs within the same calendar year.
- Fees and charges may change with notice.
- Perth Magic operates under a pay-to-play policy - athletes with overdue accounts (14+ days) may not train until the balance is cleared.
- Make-up classes may be offered for genuine illness or special circumstances if at least 24 hours' notice is given before the missed session.
- No tuition reductions apply unless the athlete is unable to train for **more than two weeks**, supported by a doctor's certificate. Attendance at practice (to observe) may still be required under the Attendance Policy.

2.2 PAYMENT TERMS

- Fees (tuition, registration, competition, camp) are automatically deducted on their due dates.
- You will be notified of overdue accounts and have 14 days to settle without penalty.
- After 14 days, **a \$5 late fee applies**;
- After 31 days, the athlete may be stood down until paid.
- After 38 days, overdue accounts may be referred for debt collection.
- Payments may be made by card, direct debit, or cash prior to the due date.
- Requests for payment extensions must be emailed to info@perthmagicalstars.com.au before the due date.

- Standard billing: monthly (Novice/All Star programs only) or per term. Fortnightly plans are available (additional \$2.50 per payment).
- Failed or declined payments may incur a \$2.50 bank recovery fee (after the first incident).
- If payment is not received or discussed within seven days of a final notice, Perth Magic Pty Ltd reserves the right to refer unpaid accounts to a debt collection agency.

2.3 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.
- Perth Magic supports families in financial hardship who need extra time to pay. Extensions or alternative payment arrangements may be granted at management's discretion for families who contact us before the due date

3.0 PROGRAM PAYMENTS

3.1 Full Competitive Program

- Registration, uniform, camp, choreography and competition fees are non-refundable.
- Monthly tuition is an instalment of the annual fee; missed classes are not refundable.
- Withdrawal before Term 1 start (1 Feb): partial refund of Enrolment Pack only.
- Withdrawal after Term 1: 50% of the next month's tuition is due.

3.2 Semi-competitive Program

- Withdrawal during semester: tuition for unused classes may be credited (if notice given before class).
- Event/uniform fees are non-refundable.

3.3 Recreational Program

- Fees are non-refundable.
- If >24 hours' notice is given, unused classes *may* be credited.

4.0 MISCELLANEOUS PAYMENTS

4.1 Apparel & Merchandise

- Credit or exchange may be accepted within 14 days at management's discretion.
- Custom competition uniforms are non-returnable

4.2 Tours & Camps

- Non-refundable.

4.3 Private Lessons

- Must be paid in advance and are non-refundable.
- Cancellations require 24 hours' notice to reschedule; late notice or no-shows are charged in full. Notice must be provided via email or direct message via BAND to the assigned coach

5.0 DISCOUNT POLICY

Discounts and promotions are at the discretion of management. Details are listed on the Perth Magic website.

There may be discounts or promotions available especially in extenuating circumstances including but not limited to the below:

- Sibling Discount
- Multiple Team Discount (competitive only)
- MAGIC Mentor Discount
- Annual Payment Discount

6.0 Unexpected Closures or Disruptions

If classes are cancelled due to circumstances beyond our control (e.g., natural disasters, government mandates, or public health emergencies), affected families may receive a credit for the missed sessions, redeemable for future classes.

Perth Magic Pty Ltd will communicate updates through email and social media.

Credits issued under this clause must be used within 12 months of the original class date unless otherwise approved by management