



Fee Policy

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Fee Due Date

Fees are due by the end of the second week of each term. This is in the club's terms and conditions and requires members to tick a box on registration – therefore they are agreeing to the payment terms. It will be set as a default in Friendly Manager (FM) so that it is printed on every fee invoice.

Fees may be paid off over time provided they are **PAID IN FULL** by the end of the second week of the term. Therefore, any member choosing this option must ensure they begin their payments far enough in advance to meet the due date.

Unpaid Fees

For unpaid fees the following procedure will be followed.

1. Invoice is sent automatically from Friendly Manager (FM) on registration which is due at the end of the second week of the Term.
2. One day after the due date a friendly reminder will be sent to those with outstanding fees via Xero.

3. A further reminder will be sent seven days after the due date automatically from Xero.
4. Physical statements will be sent home with children during Week 4 for outstanding fees.
5. Phone calls will be made during Week 5 of the Term to discuss details on how they plan to pay their outstanding fees and/or referral to The Waterboy for support so that the participant can continue attending classes.

Late Enrolments

Members who register and enroll after the third week of the term will be charged at a pro-rata rate based on the following formula.

<p>Full term fee / number of weeks in the term x classes remaining in term and then rounded up to the nearest dollar.</p>	<p><u>Example 1</u> Enrolment in week 5 means 5 classes remaining (weeks 5, 6, 7, 8 & 9). Regular class fee of \$95 / 9 weeks = 10.56 x 5 = \$52.78 = \$53.00 (rounded)</p>
	<p><u>Example 2</u> Enrolment in week 6 means 4 classes remaining (weeks 6, 7, 8 & 9). Regular class fee of \$115 / 9 weeks = 12.78 x 4 = 51.12 = \$52.00 (rounded)</p>

Enrolment after week four means the membership is not captured by GNZ for purposes of invoicing membership fees for that term.

Cancelled Enrolments

Refunds of fees will be made on the following scale.

Cancellation after term has started where no classes have been attended.	Fees paid less \$10.00 admin fee.
Cancellation after term has started when one or more sessions have been attended, up until the end of Week 3.	Fees paid less (cost of session(s)* + \$10.00 admin fee). <i>*Cost of session = full term fee / number of weeks in the term.</i>
<i>As of week three of the term, the club has not yet been charged a membership fee by GNZ.</i>	
Cancellation after the fourth week of term.	NO REFUND
Cancellation after the fourth week of the term due to injury or illness.	<ul style="list-style-type: none"> ● To be determined jointly by the administrator and treasurer. ● To be determined on a case by case basis when considering the individual circumstances. ● A credit may be applied to subsequent terms rather than a cash refund. ● Any determination to be moved and passed at subsequent committee meetings.

Credits/Refunds During a Pandemic

COVID sickness/isolation.	No refund or credit will apply.
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