



*"Our vision is to create a positive, healthy, life enhancing sporting experience"*

# PEAK TRAMPOLINE FEE PAYMENT POLICY

## PEAK TRAMPOLINE STATEMENT OF COMMITMENT TO MEMBERS.

Peak Trampoline will act responsibly and within the legal environment. Peak Trampoline's policies and procedures will act in accordance with the Trade Practices Act 1989.

## FEE PAYMENT DEFINITION

Trampoline fees are paid to Peak Trampoline for the coaching of the sport of Trampoline to gymnasts ranging from beginners and recreational to squad and elite. The coaching session fees do not include:

- Gymnastics WA annual fees
- Peak Trampoline Uniform
- Competition expenses
- Additional expenses associated with Interstate competition

## POLICY APPLICATION

This policy will apply to all the daily services relating to FEE PAYMENT. This will include operations undertaken by the Peak Board of Directors and its employees throughout the course of the year 2018 relating to any changes in course or squad fees.

Peak Trampoline are committed to the following principles in order to provide a clear policy for FEE PAYMENT.

- Peak trampoline will provide a high quality of service at all times relating to all areas of the business.
- Peak Trampoline will provide clear guidance relating to appropriate classes for the stakeholder.
- Peak Trampoline will ensure that all communication related to the stakeholders and their payments is clear and accurate.
- Peak Trampoline will welcome and act upon any feedback related to this policy.
- Peak Trampoline will provide necessary support for membership to Gymnastics WA by affiliating to the Kids Sport Support scheme. This is a government funded scheme to help those in financial need affiliate to clubs and do sport
- Peak Trampoline will commit to continually improving the quality of service by further training for its employees.
- Peak Trampoline Club Manager and the Board of Directors will provide support and guidance to Gymnasts who may, through injury, be absent for a period of longer than 4 weeks. On the production of a doctor's note, this may result in a fee freeze for monthly athletes or a pro rata refund for recreation athletes. This will be at the discretion of the Club Manager or the Peak Board.



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## **PEAK TRAMPOLINE GUIDELINES FOR PAYMENT**

### **RECREATIONAL SESSIONS – TO INCLUDE IBOUNCE & IBOUNCE LONGER CLASSES.**

- Payment must be paid one week before the start of each Term during 2018, this payment will include the annual additional charge for membership to Gymnastics WA, insurance, equipment levy and Peak membership. If you wish to continue into the next term then payment must be made in the penultimate week of the current term. This will automatically reserve the gymnasts place for the next term.
- An email will be sent at this time as a reminder that payment is due. This will be accompanied by an appropriate invoice
- This pro forma will continue throughout the year.

### **SQUAD SESSIONS – TO INCLUDE ALL SQUADS AND ELITE MEMBERS**

- Payment must be made on the 1<sup>st</sup> of every month.
- Squad and elite members will be invoiced 10 days prior to the dead line.
- Squad and elite fees are calculated on an annual basis and divided evenly over 48 weeks to include a two week club closure and two weeks personal holiday. Public holidays are none training days unless otherwise notified. However squad and elite members have continued access to training throughout each holiday.
- Squad and elite payments include a monthly equipment levy.
- Squad and elite members will be invoiced for competition entries. (The competition timetable is available on the website [www.peaktrampoline.com](http://www.peaktrampoline.com).)
- Further information on competition prices and entries will be communicated to members prior to the entry deadline.
- In case of long term injury or absence from Peak Trampoline communication is key and the fees will then be placed at the discretion of the Club Manager and the Board of Directors.
- Make up classes will only be possible for injury or illness on the production of a doctor's note. These make up sessions will take place during the holidays.

### **SCHOOL SESSIONS**

- The price for a school session is for 1.5 hours.
- The price will be \$300 per session for up to 30 students, \$200 for up to 20 students.



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### **SPECIAL NEEDS SESSIONS**

- Gymability / Rebound 1 hour sessions \$200 per term ( \$20 per session)
- \$59 GA membership

### **SCHOOL HOLIDAY PROGRAMS**

- These sessions will run from 8.30am - 3.00pm, payment is made for a half day or full day.
- Half a day School Holiday Program AM = \$45
- Half day School Holiday Program PM = \$40
- Full day School Holiday Program = \$75
- Sessions can be altered at the discretion of the Club Manager.
- This program is now booked through the web site [www.peaktrampoline.com](http://www.peaktrampoline.com)

### **PEAK TRAMPOLINE REFUNDS**

The payment of fees for any of the sessions mentioned in this policy reserves a place for the gymnast and is none refundable. This includes the Gymnastics WA fees and the Peak membership fees.

If a member has an issue surrounding refunds for any of the sessions they must discuss it with the Club Manager who will deal with the complaint in a fair and equitable manner.

As previously mentioned within the policy make up classes are at the discretion of the Club manager.

### **ROLES AND RESPONSIBILITIES**

The Club Manager and Peak Trampoline Board of Directors will:

- Ensure that the administrative procedures appropriate to this policy are implemented in a fair and equitable manner.
- Respond promptly to any concerns from the stakeholders in relation to non-delivery of agreed services at Peak Trampoline.
- Ensure that appropriate training is recommended to all staff so that Peak Trampoline are able to deliver consistent high quality sessions for the stakeholder.

The coaching staff will:

- Deliver session to the required standards which Peak Trampoline have laid out in the Agreement of Employment/Volunteer Agreement.
- Inform the Club Manager with respect to Peak Trampoline standards not being met and the circumstances which may be the cause.

We request that the stakeholders will:

- Report the non-delivery of standards to the Club Manager

### **REVIEWS AND CHANGES TO POLICY**

Changes to this policy within the time frame January 2018 – December 2018, will be at the discretion of the Peak Trampoline Club Manager and Board of Directors. If changes are not required then the policy will be reviewed January 2019