



# TERMS AND CONDITIONS

## Medical

- If your child has an ASCIA or Asthma Plan we require a photocopy of this document.
- If your child requires an asthma puffer, it is your responsibility to ensure that your child has their medication with them for each class they attend. They can keep it in their bag if they are old enough to administer themselves or alternatively you can provide us with their medication to keep safely on premises if they cannot administer themselves.
- If your child requires an Epi Pen, it is your responsibility to ensure that your child has their medication with them for each class they attend. This can be kept in their bag or alternatively you can provide us with their medication to keep safely on premises.
- If your child comes to class without their medication, we will call you at the beginning of the class and ask for it to be dropped to the premises. If you choose for your child to continue in the class without their medication, Woonona Bulli Youth Club is not liable for any incidents that may occur.
- Woonona Bulli Youth Club will administer basic first aid treatment and fill in incident reports for any accident that may occur, which will be communicated to parents at pick up.
- After a serious injury that requires your child not to participate in class, we will then require a medical clearance for your child to resume class.

## Fees/Payment

- Our fees apply and are added across all activities - Dancing, Gymnastics & Tae Kwon Do.
- Term fees will remain the same for a 9, 10 or 11 week school term.
- Written payments plans are available upon request.
- Payment options include: MYOB online (via emailed invoice), direct deposit (bank account details can be given on request), EFTPOS, cheque (made out to Woonona-Bullli Youth Club). **NO CASH ACCEPTED.**
- Fees paid before close of business Week 3 (Saturday), will receive a \$ 15 discount. Any fees received after the Saturday of week 3, no discount will be applied. Please make sure direct deposits are received into the business bank account before Saturday week 3.
- Fees need to be paid in full by close of business Week 5 (unless written payment plan has been arranged). Any fees that remain outstanding after Week 5 your child/children will not be able to participate in classes until the fees are paid in full or a written payment plan is agreed on.
- Registration fee is a once-off payment that occurs on a calendar year basis. If your child joins classes at any time during Terms 1, 2 and 3 full registration still applies. If your child joins in Term 4 the registration is reduced.
- If students join classes anywhere up to Week 3 inclusive, full term fees apply. After Week 3, you will be billed on the hourly rate of that class.
- In the case that the Youth Club may need to cancel classes for the day, we will endeavor to provide a make-up. There are no make-up classes available for individuals missing a class, except in extenuating circumstances, which would be assessed on an individual basis.
- Woonona Bulli Youth Club reserves the right to charge a late fee if you don't notify us over late pick up due to personal circumstances. If this becomes a re-occurring issue it will need to be discussed with the executive committee.
- Gymnastics Levy classes and Dance Performance groups are charged a Levy. Please refer to your information pack.

## Withdrawal/Refunds

- Refunds of term fees for classes missed due to sickness/injury would only be provided in a circumstance where an individual is unfit to attend their classes e.g. broken legs or major/serious illness that deems the child medically unfit to attend classes with a doctor's certificate provided.
- Withdrawal of Gymnastics competitions after the child has been submitted into the competition is payable in full. This includes the child no longer attending the activity. The only time the charge will be removed is if a medical certificate is supplied. The medical certificate needs to be supplied no later than four days after the competition has occurred.

## Enrolment Process

- New Students **ONLY** are entitled to one free trial class per activity. If your child has been registered with the business within the past two years, the child is not deemed New.
- Your child will be re-enrolled into the next term (except Term 1 of the following year) unless we have been notified.
- Written notification via email needs to be provided for withdrawal from Youth Club activities (child/ren not returning for the following term). We would like this notice to be done as soon as possible or at the end of the term (Week 10).
- Re-enrollments for the following year will not automatically occur. This is the only time we require you to re-enroll.
- Our correspondence to families is through email and social media please make sure you check for messages.

## Code of Conduct

- It is the discretion of Woonona Bulli Youth Club to stop participation due to unethical behaviour shown by students or parents.
- It is the responsibility of parents to ensure that we have the most up to date contact details. If your details change throughout year, please provide with written correspondence.

## Grievance/Complaints

- If a student/parent has a grievance or complaint they can speak with their class teacher as first point of call. If uncomfortable or unsatisfied you may speak with one of the following: Head Coach/Teacher of your activity, Office Manager or Executive Committee.