



194 Roberts Rd Airport West 3042 | 03 9336 4077 | gymnastics@ekga.com.au

## Memberships Suspensions/ Refund Policy

### Non-attendance

Non-attendance at general training sessions does not qualify a customer for a refund or credit against fees paid. Make-up classes are not offered.

### Events

No refunds or credits are possible for special events, competitions, fun nights, etc. without a medical certificate. If the event is an external competition, refunds will only be possible if the host club agrees to provide a refund.

### Situations where EKGA may provide you with a refund:

- **Money back guarantee**  
New participants (people who have never been enrolled in an EKGA program) who cancel enrollment within the first 30 days of first class attended will be eligible to request a refund for the unused portion of the tuition. We are not obliged by law to give any refund in this situation. This is offered as a courtesy to new participants.
- **Merchandise**  
Refunds or exchanges are offered on merchandise as long as it remains in the original packaging, is unworn or if the merchandise was faulty at the time of purchase. If an item is faulty, refund / exchange requests can be made at the office and can be refunded onto the credit or debit card used to make the purchase. There is no refund for apparel damaged due to incorrect laundering or use.
- **Cancellation of an enrolment cancelled due to Illness/Injury.** We are not obliged by law to give any refund in this situation. However, we will provide a credit to the value of the missed classes (or a refund) if the request is accompanied by a medical certificate stating the child was unfit to attend school / gymnastics. Medical certificates must be submitted no later than 30 days from the day of the first absence. Requests received after this time will not be considered.
- **Special circumstances:** We are not obliged by law to give any refund in this situation. Special circumstance may be (however, are not limited too) unforeseen circumstances such as: death or serious illness in the family, changes to custody of the children, loss of job, relocation, etc. Special circumstances **are not:** change of mind, change in student / family timetable, school commitments, holidays etc. Refunds for special circumstances need to be requested in writing (with the appropriate documentation) and will be referred to the manager for consideration. If EKGA does offer to provide a refund for special circumstances an admin fee of up to 25% of the term fee will be charged.
- **Cancellation of enrolment at EKGA's request:** If the club discontinues a class, removes a participant from a class (or from EKGA), changes the day or time, etc, the participant will be given a pro rata adjusted credit or refund for the balance of fees.
- **Cancellation of class by EKGA due to Exceptional Circumstances:** If a class is cancelled by EKGA (staff absence, etc.), a substitute class will be offered to participants. If the substitute class cannot be held, a pro rata adjusted credit of term fees will be made to your account.



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#### Other situations:

- **Missed classes due to Illness/Injury.** We are not obliged by law to give any refund in this situation. However, we will provide a credit to the value of the missed classes if the request is accompanied by a medical certificate stating the child was unfit to attend school / gymnastics. Medical certificates must be submitted no later than **30 days from the day of the first absence**. Requests received after this time will not be considered. Requests must be submitted using the form on the EKGA web page.
- **Missed classes due to Holidays/Trips:** We are not obliged by law to give any refund in this situation. Inability to attend due to holidays being taken during scheduled class times will **NOT** entitle the family to a refund or credit. However, members are entitled to suspend position in class for up to four (4) weeks per calendar year. These suspensions can be taken in up to two blocks. Minimum suspension length is two classes. Requests for suspensions must be received 14-days in advance, otherwise regular tuition will be payable. Written notice before the absence is required in order for this to be processed.

#### Refund / Credit Request Submission

All requests for refunds must be in writing. It is preferred that requests are made using the online submission form on our website. Verbal requests will not be considered and will not constitute a formal request.

#### Payment of Refunds

All refunds/credits requests are processed on the first business day of the month. Refunds are paid by direct deposit into a bank account (bank details need to be provided on the Request for Refund form).

***EKGA is committed to providing quality services throughout all areas of the business. Anyone that believes the agreed service has not been delivered is welcome to discuss this with a Company Director.***