



FEES, PAYMENTS, REFUNDS & CANCELLATIONS 2024

1. Fees and payment components

Each SXL gymnast is required to pay the following:

- **Annual Club membership and Gymnastics Australia registration fee** – payable to SXL at the commencement of each calendar year or when a new gymnast enrolls during the year.
- **Term fee** (based on enrolled program) – payable to SXL in full at the beginning of each new term to secure enrollment in a specific class.
- **Payment methods:** Internet transfer (BSB: 062 140 Account no: 11142198 – **Invoice number must be included**), Credit Card (1.5% surcharge) by phone or at SXL Centre office, or by Cash at SXL Centre office.
- **Uniform fee** – payable to SXL at time of enrollment to obtain correct class leotard (uniforms are not compulsory for kindy gym and Parkour students). New uniforms can be purchased at any time from SXL Centre office
- **Additional fees** – competition fees, holiday program fees, additional lessons (competition and performance squads). These additional fees are discussed and agreed with individual gymnasts/families as required prior to being invoiced.
- **Make up classes** – SXL does not provide make-up classes for missed classes during the term. You are required to pay the full-term fee to secure your place for the term. In the event of an unfortunate serious injury necessitating several weeks medical recovery (such as a fracture), a medical certificate must be provided to the SXL office and credits for missed classes will be provided for the next term.

2. Term Fees

- **Current students** – SXL offers priority enrollment to our existing students. Invoices for re-enrolling in the following term are emailed during the last weeks of the current term. If you do not receive your invoice by the last day of term you should contact us as a matter of priority. **If your invoice is not paid by the due date, it will be assumed your place is not required and the place will be offered to the next person on our waiting list.** Class enrollment is only secured following full payment of your term fees. N.B. Reminder invoices will not be issued.
- **New students** – When a place becomes available in a class, it is offered to the next person on the waiting list. If you accept a place, SXL will prepare and email you an invoice. Payment is required within 7 days of the invoice date. **Full payment of term fees is required by the time your child attends their second class.** If you have not arranged payment prior to your child's second class, please understand that your child will not be permitted to participate in the class and their place will be offered to the next person on the waiting list.



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3. Outstanding payments

- All SXL invoices are emailed and have an invoice number and the payment due date clearly printed on the top right-hand side. Invoice number must be included/referenced on all payments. If payment is not received by this due date it will be assumed the enrolment is no longer required and the place will be offered to the next person on our waiting list. This applies to current students and new students without exception.
- Please note that SXL will no longer be issuing reminder invoices.
- Any outstanding payments, exceeding 21 days from the invoice date, will be automatically transferred to our debt collectors and legal team.

4. Refunds and Cancellations

- Our Club has a “no refund” policy.
- Our Club has a “no make-up class” policy.
- Our Club Board of Directors will only consider credits for missed classes:
 - In the event of a serious injury/illness necessitating a lengthy period of recovery of more than two weeks (e.g. fractures, operations etc.) Written requests must be supported by a medical certificate from a qualified doctor or medical specialist for consideration.
 - In the event of extenuating family circumstances (at the discretion of SXL Management).
- Competition entry refund requests – must be lodged in writing no later than 72 hours from the competition date and MUST be accompanied by a medical certificate to be considered.
- SXL coaches, reception and office personnel are not authorised to approve refunds and/or cancellations.

Please submit any correspondence regarding refunds and cancellations together with supporting documentation to: info@sxl.net.au

Following submission, your individual case will be reviewed by our Board of Directors in line with our Club policies and you will receive an official response within 7-10 business days.

Thank you for your support and understanding of our refund and cancellation terms and conditions. Further details regarding our payment policy can be accessed via our website @ www.sxl.net.au