



## **POLICY 125**

### **RAINBOW CLUB FEES/ REFUND PROCEDURES**

Applies to:	Board, Staff, Club Committee Volunteers, Contractors, Teachers & Inpool volunteers		
Responsibility:	General Manager		
Status	Drafted 3/2021		
	Board Approval		4/2021
	Date for Future review		4/2024

### **INTRODUCTION**

Rainbow Club Australia is a registered charity and has an obligation to ensure that all sessions provided by its local Clubs are utilised for the benefit of all children registered with Rainbow Club, whether presently swimming with a Rainbow Club or waiting for a place to become available.

Rainbow Club is an NDIS registered provider and charges fees which are decided on by the Rainbow Club Board from time to time.

In setting fees, the Rainbow Club Board takes into account the costs of running Rainbow Club, meeting the demand on our waiting lists and expanding into areas where Rainbow Club does not yet exist.

The Rainbow Club Board reviews the fees it charges annually.

### **POLICY**

Payment of fees prior to lessons starting each Term is required for a member to be allocated a place in their Club's schedule. Term fees cover a 9 week term and are not a fee per session. Rainbow Club prides itself that no child will be deprived of Rainbow Club due to non payment of fees and any request to have fees waived / fees subsidised should be sent to the General Manager of Rainbow Club.

# PROCEDURES

## Notice(s) to Pay

Notice that fees are due for the forthcoming term are sent to all active members, two weeks prior to the end of the current term, giving a due date for payment. Two reminders are sent (one email and one SMS).

All members who are paying out of pocket are directed to complete Rainbow Club's online payment form; a link to this form is included in every fee notice. By completing the online payment form, a unique Payment Transaction reference number is automatically generated for every payment, which assists in the correct allocation of fee payments to member records.

- Credit Card is the preferred method for the payment of term fees.
- Payment by EFT is also available, a parent must include the unique Payment Transaction Reference Number that they receive when completing the online payment form, on their bank transfer

## Payment of Fees by NDIA/Plan Managers

Any member wishing to use NDIS funds for their Rainbow Club membership and whose plan is managed by NDIA or a Plan Manager, must complete a Rainbow Club online Service Agreement authorising Rainbow Club to claim fees from NDIA or to invoice their Plan Manager by the due date.

Claims to NDIA will be made during each term. Plan Managers are invoiced during the term: invoices are sent directly from Rainbow Club to each Plan Manager, and each parent receives a copy of their child's invoice as well.

## Active Kids Vouchers

Active Kids vouchers are accepted by Rainbow Club. Details of the voucher should be entered on the online payment form included in the Fee Notice and Rainbow Club will claim the funds from Service NSW.

## Discounts

If a member commences part way through a term, whether a discount is applied to their fees or not will be at the discretion of the Membership Manager in consultation with the Finance Manager.

## Cancellation Notice

Where payment has not been received by the due date, a notice of cancellation of membership is issued immediately after the due date. This allows the Club Scheduler time to offer places to next on the waiting list and for new members to start at the beginning of the new term.

Membership may also be cancelled during a term if a member is absent for three consecutive weeks with no explanation. The place will be offered to an applicant member on the waiting list.

### **Make Up Sessions**

In the event of unforeseen circumstances and an event occurs outside our control (such as a sudden pool closure), make up sessions will be offered where possible. However, we cannot guarantee make up sessions as Rainbow Club may not have access to the pool space and/or teachers may not be available outside our standard pool bookings.

### **Refunds**

A refund will be issued when:

- A parent overpays their fees (for example, pays twice or incorrectly applies a discount code)
- A parent pays fees up front but then during the term is able to have their child's lesson funded by the NDIS. Once funds are received from the NDIS, the amount the parent has paid out of pocket will be refunded to them

A refund may apply in the following circumstances:

- In the event of a pool closure for an extended period of time during a term. We will endeavour to hold make up sessions for sessions missed and/or issue a credit in fees towards the next term
- A need to cancel a child's membership due to unforeseen circumstances (such as protracted illness)

Refunds are requested by the Membership Manager or Support Coordinator, approved by the Finance Manager, and processed by the Accounts Officer.

### **Refund of fees will not be issued for:**

- Non attendance of lessons
- Occasional cancellation of single lessons for reasons outside Rainbow Club control (weather, pool closure due to health reasons or malfunctioning of pool equipment)
- Cancellation of a child's membership where Rainbow Club is offering membership but a parent reconsiders/declines their child's place at a Club
- Cancellation of a child's membership and where fees have been paid using a child's NDIS funds