



Policy 103

FEES AND REFUNDS

Applies to:	Board, Staff, Club Committees, Teachers, Inpool volunteers	
Responsibility:	CEO	
Status	Approved 2014 Approved 10/2020 Updated 2/2022 Updated 4/2023 to incorporate Policy 125	Date for review 10/2019 Next Review 3/2026

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 participants 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 fees are decided on by the Rainbow Club Board from time to time.

In setting fees, the Rainbow Club Board takes into account the cost 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/participant 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 membership due to non payment of fees because of family financial hardship and any request to have fees waived / fees subsidised should be sent to the CEO, or person designated by the CEO, of Rainbow Club.

PROCEDURES

Notice(s) to Pay

Notice that fees are due for the forthcoming term are sent to all active members/participants prior to the end of the current term, giving a due date for payment. Reminders are sent via email and SMS).

All members/participants 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 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.

Claims to NDIA will be made during each term. Plan Managers are invoiced at the end of each 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 & First Lap Vouchers (NSW ONLY)

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.

First Lap 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.

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 Services Coordinator, approved by the Shared Services 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 member/participant'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.