



## NORTHERN BEACHES GYMNASTICS ACADEMY REFUND & CREDIT POLICY

Please take the time to familiarise yourself with NBGA's refund & credit policy.

We understand that life happens – where it's unexpected injuries or missed classes – and we aim to support our families with a fair and transparent approach. Please review our refund and credit policy carefully:

### 1. Refunds

- a. Refunds are only available in the following circumstances:
  - i. Injury: If a participant sustains an injury that prevents them from participating, a refund may be issued upon submission of a valid medical certificate.
  - ii. Incorrect Payment: Refunds will be granted for overpayments or duplicate transactions.
- b. A 10% administration fee applies to all approved refund transactions.
- c. Refunds will **not** be issues for:
  - i. Change of mind
  - ii. Missed classes
  - iii. Incorrect class selection (these will be converted to credit and applied to the correct class).
  - iv. Personal circumstances, including but not limited to:
    1. Changes in schedule due to other sports or commitments
    2. Family holidays or travel
    3. Moving away from the area
    4. Loss of interest
  - v. While refunds are not available for changes in personal circumstances, we're happy to explore flexible options such as credits, class transfers (excluding GYMNSW Memberships), or gift vouchers where possible. Please contact us early so we can help find the best solution.
- d. **Gymnastics NSW Membership Fees:** These are paid directly to the governing body and are **non-refundable under any circumstances**

### 2. Credits & Make-Ups

- a. We offer flexible options for missed classes to ensure your child still gets the most from thir program.
- b. **Make Up Classes**

- i. Available **unlimited** times per term
- ii. Must be used within the current term
- iii. Can be booked into any class of the **same duration**, pending availability.
- iv. **Notice must be given at least 1 hour before the class** to be eligible

**c. Credits**

- i. May be issued in special circumstances (e.g. long-term illness, program changes, incorrect class selection)
- ii. Valid for **12 months** from the date of issue
- iii. **Non-refundable** and **non-transferable** into cash

We understand that plans can change, and we aim to offer flexible solutions wherever we can. While refunds are limited to injuries (with a medical certificate) or incorrect payments, we're happy to provide make-up classes and credit options to help keep your child moving. Just a quick reminder — make-up tokens are available when we're notified at least one hour before the class, and credits are valid for 12 months but not redeemable for cash. If you ever have questions or need support, our team is here to help.