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# REFUND/ CREDIT APPLICATION POLICY

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## **Guidelines for Refund Policy**

A Refund/Credit Application Form must be completed and submitted to the office for all refund/credit and JG/DG withdrawal requests; be it merchandise or classes. This can be found on our website [www.edgegymnastics.com.au](http://www.edgegymnastics.com.au)

### **Fourteen Day Money Back Guarantee**

New Members only, may request a refund in writing for ANY REASON in the first fourteen days of membership. You will be refunded the full amount paid including the membership fees. A Refund Application form must be completed and submitted to the office no later than 14 days from the start of membership. Approved refunds will be deposited into a nominated bank account.

### **No other Refunds**

Under no other circumstances will any other membership or tuition be refunded.

### **Change of Mind**

We are not obliged by law to give any refund in this situation.

### **Medical Credits**

#### **Injury/Illness Related Credits - Available to all Members**

Credits will be granted for periods of **two consecutive weeks** (or more) of injury or illness if a Doctor's certificate is provided to Edge, within one week of the 'start' date indicated on the certificate. Certificate needs to state 'date to date' of expected absence and how this injury/illness directly affects the member's ability to participate. Certificates must be accompanied with a Refund/Credit Application Form. Only credits will be applied to medical absences. Refunds will not be processed for missed sessions. Credits are valid for the following Terms tuition or DG Holiday Program only and will expire after 3months.

**Under no circumstances will suspensions be backdated.**

### **Special circumstances**

We are not obliged by law to give any refund in this situation. A courtesy refund may be granted in a special circumstance such as: death or serious illness in the family, car accident, financial hardship or divorce in the family etc. Special circumstances are not: change of mind, change in timetable or extended holidays. Complete a refund application form and submit directly to the office.

### **Merchandise/ Uniform**

Refunds or exchanges are offered on merchandise if items remain in original packaging, unworn or merchandise which was damaged at the time of purchase.



# REFUND/CREDIT APPLICATION FORM

<b>Participants Details: Please complete all sections marked with</b>			
<b>Student Details</b>			
Surname:		First Name:	
Date of Birth:		Gender:	
<b>Billing Details: This is the person responsible for paying fees</b>			
Surname:		First Name:	
Address:		Suburb & postcode:	
Home Phone:		Mobile:	
Email:			
<b>Refund Request: Please tick relevant refund</b>			
Merchandise		Medical/ Illness	
Money Back Guarantee (new members only)		Special Circumstances	
<b>Refund Payment Options: Please select refund payment option</b>			
Family Account Credit			
Electronic Funds Transfer *Please complete details below			
Bank		Name of account	
Account Number		BSB	
<b>Refund Calculation: Administration Staff to complete</b>			
Class/ Item:	\$	Refund Amount:	\$
Total amount minus a \$15 administration charge			\$