

PEKG aim to ensure that it is easy to book into sessions, and that fees are reasonable. Session times, prices and conditions are reviewed regularly by the Volunteer Management Committee, with changes communicated to families as they arise.

Fees are designed to cover the membership and participation costs associated with attending sessions including:

* participant’s insurance and registration,
* staff wages,
* purchase and maintenance of equipment, and
* other general running costs of PEKG.

Sessions run weekly during school terms and bookings can be made through the online booking system pekg-bookings.weeblysite.com.

Payment for sessions will be accepted by:

* the online booking system,
* EFT, and
* credit card at PEKG.

The parent/guardian should complete a registration/enrolment form prior to the first session regardless of the booking type.

PEKG offer the following:

| Booking Type | Definition | Cost |
| --- | --- | --- |
| Come and try | Single trial session for new members – 1 per child per family | $15 |
| Full Term | One session per week per child (agreed day and time) | $120 per term |
| Full Term – Junior Gym | One session per week per child (agreed day and time) | $130 per term |

Where sessions are fully booked PEKG will maintain a waiting list and offer places to families as they become available.

Come and Try

New members can access one session per child to ensure Kindergym is a good fit. If the child is subsequently enrolled for a full term the fee is deducted from the total fees for that term.

Full Term

Existing members have priority for booking into sessions, which opens in the weeks leading up to the start of each term. Session days and times will be allocated on the basis of first-in-first-served each term. At the close of the existing member priority window bookings will be opened to the general public.

Term fees must be paid by the participant’s third session. Failure to pay fees prior to the third session will result in an invoice being issued. Families will not be allowed to participate in sessions until payment is received.

Missed Sessions

Members who miss a session can arrange for a make-up session within the same term. Make-up sessions will not carry over into a new term unless the absence occurs in the final week of term. In that case, a make-up session may be taken in the following term. There are no refunds for missed sessions.

A member’s place will be forfeited if all of the following circumstances are met:

* the child has not attended for two consecutive weeks,
* no notification of the absences has been received by PEKG,
* term or annual fees have not been paid, and
* PEKG has attempted contact with the caregiver by email and phone with no response received within 2 business days.

Refunds

All refunds incur a $10 administration fee.

Refunds will be issued in the following circumstances:

* Where term fees have been paid in advance and the member cancels their booking prior to the start of term.
* Where a member requests to cancel part way through a term if there is a serious injury or illness that prevents the child from attending sessions for more than three weeks of term.
* Where there is an unforeseen change in the employment circumstances of the caregiver that prevents the child from being able to continue at Kindergym.

Other exceptional circumstances will be considered by the PEKG Volunteer Management Committee on an individual basis.

Kindergym members who wish to transfer to another Kindergym/Gymnastics club mid-term will not be refunded.

PEKG Closure

From time to time PEKG may be unable to run sessions. If this occurs members will be contacted by SMS and email, and sessions may be:

* cancelled,
* rescheduled,
* make-up sessions permitted,
* a refund issued, or
* a discount for the following term fees will be issued.

PEKG will determine which of the above is most appropriate.

| Policy name: | Booking & Payment Policy | Approved by Committee: | Dec 2022 |
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