



## Cancellation of Enrolment

### **Money back guarantee**

New participants (people who have never been enrolled in an EKG program) who cancel enrollment within the first 30 days of first class attended will be eligible to request a refund for the unused portion of the tuition. We are not obligated by law to give any refund in this situation. This is offered as a courtesy to new participants.

### **Cancelling an enrolment**

No refunds or credits will be given for cancelling an enrolment once a booking is confirmed. Once a booking has been made, you have paid for a position in the class for the duration of the term, regardless of attendance. If you have opted to pay via the Direct Debit option you can cancel your enrolment with 14 days notice, and you can continue attending during that time. All notifications of cancellation must be in writing. Verbal requests will not be considered and will not constitute a formal request. It is preferred that requests are made using the online submission form on our website.

### **Situations where EKG may provide you with a refund:**

- **Refunds are only possible when an enrolment is being cancelled due to Illness/Injury.** We are not obligated by law to give any refund in this situation. However, we will provide a credit to the value of the missed classes (or a refund) if the request is accompanied by a medical certificate stating the child was unfit to attend school / gymnastics. Medical certificates must be submitted no later than 30 days from the day of the first absence. Requests received after this time will not be considered.
- **Special circumstances:** We are not obligated by law to give any refund in this situation. Special circumstance may be (however, are not limited too) unforeseen circumstances such as: death or serious illness in the family, changes to custody of the children, loss of job, relocation, etc. Special circumstances **are not:** change of mind, change in student / family timetable, school commitments etc. Refunds for special circumstances need to be requested in writing (with the appropriate documentation) and will be referred to the manager for consideration. If EKG does offer to provide a refund for special circumstances an admin fee of up to 25% of the term fee will be charged.
- **Cancellation of enrolment at EKG's request:** If the club discontinues a class, removes a participant from a class (or from EKG), changes the day or time, etc, the participant will be given a pro rata adjusted credit or refund for the balance of fees.
- **Cancellation of class by Academy due to Exceptional Circumstances:** If a class is cancelled by EKG (staff absence, etc.), a substitute class will be offered to participants. If the substitute class cannot be held, a pro rata adjusted credit of term fees will be made to your account.

### **Refund Request Submission**

All requests for refunds must be made in writing. Verbal requests will not be considered and will not constitute as a formal request. It is preferred that requests are made using the online submission form on our website.

### **Payment of Refunds**

All refunds/credits requests are processed on the first business day of the month. Refunds are paid by direct deposit into a bank account (bank details need to be provided on the Request for Refund form).

### **Gymnastics Victoria Membership Fee**

A non-refundable, annual membership and Gymnastics Victoria registration fee applies. This membership is valid from January 1st to December 31st in the current year and is transferable to any other Gymnastics Australia affiliated club.

***EKG is committed to providing quality services throughout all areas of the business. Anyone that believes the agreed service has not been delivered is welcome to discuss this with a Company Director.***