



## Fee Payment

Please contact us via email [accounts@tntallstars.com.au](mailto:accounts@tntallstars.com.au) for anything regarding fees.

All families must have a valid credit card (Autopay) saved to their iclass Pro account. Registration fees, term fees, camp fees, competition fees and choreography fees will be automatically deducted on their due dates. All other fees will be processed upon purchase or registration.

- You will be notified via email if your account is overdue
- We extend a 14-day period after due dates for fees that have been declined where families can settle their fees without late charges. As of day, 15 a \$25 late fee will be added to your account.
- Should fees continue for more than 31 days overdue your athlete will be asked to sit out of practice.
- After 31 days you will receive a final statement email outlining your overdue balance. If this is not paid or discussed within 7 days TNT reverses the right to pass on your overdue account to a legal professional for debt collection.
- All fees and previous payment history can be found on your iclass Pro account. This is accessible to all parents through our website.
- If you wish to pay cash for a charge on your account, please bring it in before the due date. If not your card will automatically be charged on the due date.
- You can log onto your account and make smaller payments for a charge before its due date, once a charge hits its due date you will no longer be able to make smaller payments towards it.
- All apparel and other items (private lessons, specially classes etc) will be processed on your account or purchase through the Shock Shop apparel system.
- If you wish to change your credit card please contact TNT Management or login to your iclass pro account and select your "Autopay" information.



## Autopay Fees

Credit cards/debit cards; all types	Per Transaction*	\$0.33
Bank Account	Per Transaction*	\$0.88**
Visa/Mastercard	Calculated on Transaction value	1.87%***
American Express	Calculated on Transaction value	3.85%***

*\*Transaction fee applies to all transactions, successful or not*

*\*\*Additional 0.25% high value surcharge applies to bank account transactions over \$2,000*

*\*\*\*Additional 1.10% applies to international cards*

## Refund Policy

- All Star Teams
  - o All registration fees and term fees are non-refundable
  - o Missed classes for any reason are non-refundable
  - o If you athlete has a long-term injury/illness a refund or discount will be discussed. This is a case by case basis and is determined at the discretion of the program director.
- Recreational classes (Firebombs, dynamite & baby bombs)
  - o All payments must be paid upon registration and are non-refundable.
- Apparel
  - o Credit or exchange will be accepted within 14 days and will be up to the discretion of management.
- Tour Fees
  - o Tour fees are non-refundable.
- Competition fees
  - o Competition Fees are non-refundable and will not be discounted if a competition is missed.
- Choreography Fees
  - o Choreography fees are non-refundable.
  - o If you athlete is on a team at the time of choreography and cannot attend you will still have to pay for choreography as your athlete is getting a tailored spot in the routine by the choreographer.
- Tumbling Classes (Inc private/semi private lessons & ninja class)



- o All payments must be paid upon registration and are non-refundable.
- o A make-up class can be organized through [tumbling@tntallstars.com.au](mailto:tumbling@tntallstars.com.au) if a class is going to be missed due to injury/illness or excused absence and you have given 12hrs notice. Please note that if there is not another class available for you to attend due to timetabling or class capacity no refund will be given.
- o All make up classes are at the discretion of our tumbling director.
- Private Lessons
  - o All payments must be paid upon registration and are non-refundable.
  - o At least 4 hours' notice must be given for the cancellation of a private lesson. If less than a 4-hour notice is given or you are a no show the cost will still be charged and you will forfeit the lesson.
  - o If you are late for your lesson it will be at the coach's discretion to decide if they can go over time to complete your full lesson. For example, if they have a lesson right after, you will only receive the remainder of your time.
  - o If you need to miss a lesson due to injury/illness or excused absence and give your coach more than the 4-hour notice time you will be able to organize a make-up lesson.

## Cancellation Policy for Teams

- If you wish to leave TNT you must immediately notify management so they can inform your coaches and the team.
- Registration & competition fees are non-refundable
- If an athlete wishes to leave 0 – 10 days after the first payment of Term Fees, there will be an 80% refund.
- After 10 days no refund will be given for that Term.
- If the athlete already has a uniform on hire they will be required to return it within 14 days of leaving otherwise will be charged \$300 for not returning the uniform.