

PAYMENT POLICY

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To ensure the smooth running of our gymnastics club and fairness to all members, we have implemented the following policy regarding non-payment of fees:

1. Non-Attending Members Without a Payment Method

- If a member is **not attending classes** and has **no active payment method set up**, they will receive an **initial email** with:
 - Instructions on how to set up payment.
 - A **specified date** by which payment must be made.
- If the email is **read and payment is not made by the specified date**, the member will be **deleted from the system**.
- If the email is **not read**, a **second reminder email** will be sent. If there is still no response or payment, the member will then be **deleted**.

2. Attending Members Without a Payment Method

- If a member is **attending classes** but has **no payment method set up**, they will receive an **email reminder** with payment instructions.
- If this email is **ignored or payment is not made**, a **payment letter will be handed out in class** as a final notice.
- If no action is taken after this final notice, the member may be **suspended from attending classes** until the issue is resolved.

3. Attending Members with a Payment Method (But Payment Failed)

- If a member has a **payment method on file** but a payment **fails**, we will **re-request the payment** once.
- If this payment still **fails** or if there are **additional payments due**, an **email notification** will be sent.
- If the email is ignored or no resolution is made, a **payment letter will be issued in class** as a final notice.

Additional Notes

- It is the responsibility of each member/parent to ensure that payment details are current and functional.
- Communication is key — if there are any issues with making payments, please email katie.evolvegymnastics@gmail.com as soon as possible so we can work with you on a solution.
- We reserve the right to suspend or cancel enrolment due to unresolved non-payment.

Thank you for your cooperation and support in helping us provide a quality gymnastics experience for everyone.