

Covid-19 Supplementary Fees Policy & Procedure

About This Policy

This policy has been created to address potential issues surrounding the Covid-19 pandemic and should be read in conjunction with the current Club's Fees Policy to avoid any confusion.

The club recognises that the Covid-19 pandemic has caused an enormous disruption to the lives of the community and its athletes and many members may have health concerns with exposure to the virus. The club also recognises that members may at some point become infected with Covid-19 and be asked to isolate for a period of time in an effort to reduce the spread of covid-19.

The club has created this supplementary policy to assist members with their obligations when suspending or ceasing membership at the club due to covid-19 isolation mandates, illness or choice to refrain from attendance.

Scope

This policy covers all members of the club who are actively participating in classes.

Procedure If An Athlete Is Covid-19 Positive

In the event that an athlete contracts covid-19, and we are notified prior to the athlete's class commencing, the following rules will apply:

- Squad member will need to refrain from attending the club and isolate for 7 days from the date of exposure. Any missed sessions for this period can be credited to the account holder if:
 - Evidence is provided to the club that the member has been asked to isolate (a text message or email from WA Health is acceptable).
- A recreational member will need to refrain from attending the club and isolate for 7 days from the date of exposure. Any missed sessions for this period of absence will be given a makeup token or credit.
 - To receive a makeup token the member must let us know prior to their child's class starting that they are going to be an excused absence.
 - To receive a credit the member must let us know that they have been directed by WA Health to isolate and provide such evidence (a text message or email is acceptable).

Procedure If A Parent of An Athlete (under 18yrs) Is Covid-19 Positive

In the event that a parent has tested positive to Covid-19, and they are unable to bring their athlete to the club, the following rules will apply:

- Squad member can receive a credit on their account if:
 - Evidence is provided to the club that the parent/guardian of the member has been asked to isolate (a text message or email from WA Health is acceptable).

- A recreational member can be given a credit or a makeup token:
 - To receive a makeup token the member must let us know prior to their child's class starting that they are going to be an excused absence.
 - To receive a credit the member must let us know that they have been directed by WA Health to isolate and provide such evidence (a text message or email is acceptable).

If An Athlete, or Parent of An Athlete (under 18yrs) Is Asked To Isolate

In the event that an athlete, or parent of an athlete, is asked to isolate due to potential exposure to Covid-19, a credit will be issued, provided that:

- The Club is notified of the excused absence via the Customer Portal prior to the athlete's class commencing,
- The club is provided evidence (a text message from the Dept of Health, or similar notification) that the athlete (or parent of the athlete if under 18yrs) must isolate.

If The Club Chooses To Cancel A Class Due To A Positive Case

If the club decides that in the best interest of its members, a class needs to be cancelled due to a Covid-19 positive case:

- Participants of the class will be notified by email (and text if there is less than 24 hour's notice).
- A credit will be organised and applied to the athlete's account within 28 days of the class being cancelled.
- All members of that class will be asked to refrain from attending the venue.

If A Member Wishes To Suspend Their Enrollment

If a member wishes to suspend, pause, place on hold, or cease membership with the club, 4 week's written notice must be provided.

If a member wishes to suspend their athlete's attendance due to covid-19 concerns or to limit their exposure to the virus, the club can provide makeup tokens (selected recreational classes only) for the excused absences provided that:

- Excused absences are submitted via the Customer Portal prior to the athlete's class commencing.
- The member understands that the Club cannot guarantee the child's position in the same class after the Drop Date has passed.

If an athlete wishes to suspend their training due to concerns related to covid-19 (eg. Having to isolate if there's a positive case, or becoming unwell), and they wish to have their position in their class **guaranteed** upon return, then the member will be charged accordingly and makeup tokens will be made available.

If an athlete wishes to suspend their training due to concerns related to covid-19 and **does not** wish for their position within a class to be held, the member will be dropped from the class after the usual 4 week period. It will then be up to the accountholder to re-enrol via the Customer Portal once the member is ready to return. If there is no available class, that member will need to put in a waiting list request.

Extension of MakeUp Tokens

For any tokens processed for Covid reasons, the club, at the request of the accountholder, may approve an extension of the token validity date. This will be based on a case-by-case situation and dependent on the time frame passed from the time the token was created. Tokens created will not exceed 6 months from the time of processing.

If A Member Wishes To Cease Their Membership With The Club Indefinitely

If a member wishes to cease membership, regardless of the reason, 4 week's written notice must be provided via the Customer Portal. Fees will continue to be applied during the Drop Notice Period and must be paid in full prior to the Drop Date. Any makeup tokens on the account must be used prior to the Drop Date.