



PCYC CANCELLATION AND SUSPENSION FORM



Return this form to PCYC LAUNCESTON in person OR scan & email to info@pcyclaunceston.org.au

Please see the Terms of Cancellation or Suspension on the rear of this form

| PARTICIPANT DETAILS | |
|--|------------|
| Last Name | First Name |
| Date of Birth | Gender |
| RESPONSIBLE PERSON (person responsible for paying fees) | |
| Last Name | First Name |
| Address | |
| Phone | |
| CANCELLATION SUSPENSION | |
| <input type="checkbox"/> Please CANCEL my TERM ACTIVITY enrolment from the end of this Term. <input type="checkbox"/> My child would like to do _____ as an alternative activity until the end of the term if a place is available. <input type="checkbox"/> I request PCYC SUSPENDS my WEIGHT GYM /FITNESS DIRECT DEBIT from ___/___/___ until ___/___/___ . | |
| CLASS AREA | |
| <input type="checkbox"/> KINDERGYM <input type="checkbox"/> GYMFUN <input type="checkbox"/> GYMNASTICS <input type="checkbox"/> TRAMPOLINE/TUMBLE <input type="checkbox"/> WEIGHT GYM <input type="checkbox"/> FITNESS <input type="checkbox"/> DANCE <input type="checkbox"/> OTHER (detail): | |
| REASON | |
| To assist us in constantly improving our service, what could we have done to improve your experience with us? | |
| What did you enjoy about your experience with us? | |
| Parent/Guardian Signature: | |

Staff Use Only

Form Received: ___ / ___ / ___

Received by: _____

Cancelled on Links ___ / ___ / ___ by _____

CANCELLATION, SUSPENSION & REFUND POLICY

TERM BASED ACTIVITIES

Cancellations

- Please submit this form prior to the end of Term.
- Your enrolment in the activity will be cancelled as from the end of the current term for which you have committed to pay.
- Please note that payments by Direct Debit are spread over 52 weeks (13 week quarters) not 10 week terms so your payment will continue until the current Term payment is completed.
- Email our Debtors Officer if you would like an exact date that your payment will be complete.
- If your child wants to cease a class immediately, you can opt for them to try another PCYC Gymsports class until the end of the term, pending space in that class.

New Member Refund

- New GYMSPORTS & DANCE members can pay the class price to do a NEW MEMBER TRIAL CLASS, however we must also take the \$40 PCYC Membership and \$30 GYMNASTICS TASMANIA REGISTRATION (or \$45 for Competitive Level 1 to 10) to cover us for insurance during the session. So long as your child has not incurred any injury or situation that you believe the insurance will be needed, we will refund this amount into your account if your child does not wish to continue. OR complete a MOTO Form for these amounts which will be destroyed at the end of the session if your child is not continuing. PCYC keeps the PCYC Membership & GT Reo paperwork on file. The \$15 Trial Fee is not refundable.

Medical / Illness

- We are not obliged by law to give any refund for medical illness. However, if your child has missed more than 3 classes, and you can provide a Medical Certificate, you can request we consider a CLASS CREDIT or REFUND along with a MEDICAL CERTIFICATE, and your request will be considered. Each request will be considered on a case by case basis by Club Management.

Special Circumstances

- We are not obliged by law to give a refund for classes. However if you are requesting a Medical-Grounds Refund, because your child will not be returning, please indicate this in the area provided over. A Courtesy Refund may be provided for the classes missed. Special Circumstance may include: death, injury, medical, divorce, for example, but does NOT include change of mind during a term. We still must pay our coaches even if your child doesn't come.

WEIGHT GYM | FITNESS | GENERAL ACTIVITIES (all year round)

Cancellation of General Activities DIRECT DEBIT

PCYC aim to make it super-easy for you to pay by Direct Debit AND super-easy if you change your mind. However PCYC require two weeks' (14 days) notice that you would like to cancel your Direct Debit payment Weight Gym, Fitness or other year-round activity paid by Direct Debit to allow sufficient time for staff to process your request. Please contact us if your payment has not ceased for any reason after this date. Your PCYC Club Membership is also effective from the date we cease your Direct Debit. This is because the membership is also paid via Direct Debit. If you have paid your membership separately in full, it will cease on the normal expiry date and will not usually be refunded.

Suspension: If you are going to be away for an extended period (more than 3 weeks (21 day) period) you can request to suspend your Direct Debit, and nominate a date when you would like to resume. Your access to the Weight Gym and other classes will be suspended during this time. **PCYC CLUB MANAGEMENT**