

Tri Star Gymnastics Credit and Expiry Policy

Policy Effective Date: 13/10/2025

Approved by: Tri Star Board

Review Date: October 2026

1. Purpose

This policy outlines how credits are applied, used, and managed at Tri Star Gymnastics to ensure transparency and consistency for all members.

2. Definition of Credits

A *credit* is a monetary value held on a member's account with the club. Credits may be issued in situations such as:

- Overpayment of fees
 - Class cancellations by the club or unexpected closures
 - Approved competition withdrawals where a medical certificate is received in the time frame requested from the club hosting the competition (where the club's refund/credit policy applies)
 - Due to severe or debilitating injury. This will be assessed on a case-by-case basis
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3. Use of Credits

- Credits can be applied toward future class fees, competition entry fees, merchandise, or other charges payable to the club.
 - Credits may be transferred to other family members following approval by the GM
 - Credits cannot be redeemed for cash unless required by law
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4. Expiry of Credits

- Fee credits will be valid until December 31 the year following the date they are applied (minimum 12 months). No tuition refunds will be given
 - Any unused credits after this period will automatically expire and be removed from the member's account
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5. Notification of Credits

- The club will make reasonable efforts to inform members of available credits, members are able to see any credits by logging into their Tri Star online portal.
 - It is the member's responsibility to track and use their credits before they expire
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6. Special Circumstances

- In cases of extended injury, illness, or other exceptional circumstances, members may request an extension of credit validity in writing
- The club reserves the right to approve or decline such requests at its discretion

7. Credit Authorisation

Only staff members outlined in the Tri Star Delegated Authority Policy are authorised to issue credits.

8. Policy Review

This policy will be reviewed annually and updated as necessary