

# **PAYMENT POLICY**

*Whilst not the most expensive competitive sport, competitive cheerleading does come with financial commitments. We provide information at the start of the season confirming the cost commitment for the season. If the financial commitment of a competitive or a travel team is too much, then please consider this before indicating your interest on being placed on a team.*

## **Competitive Team Members: -**

- All monthly payments must be made by Direct Debit - No exceptions
- Your payment plan explains the dates payments are due and provides all information up front. Please keep this to hand and refer to it, so that payment dates are not missed.
- Monthly payments are taken by direct debit, which is set up during August to take your payments from 1st September to 1st July of each Season.
- August payment and annual membership is paid by online payment - Credit or Debit card.
- Additional payment such as; uniform, bow, spectator tickets etc are due by transfer or online payment.

## **Late Payments - by Transfer, online payment or failed Direct Debit**

If a payment is not made on time, and you have not contacted us prior to that date to discuss any financial problems, we will charge a late fee of £5. This is due to the additional admin costs involved with late fees.

## **Payments by Direct Debit:**

**Set up** - If the Direct Debit is not set up in time for a payment to be taken, a £5 late fee will be charged.

**Unsuccessful Charges** - Our system will attempt to take the payment 3 times if your payment fails. Please note that Twisted Cheer and Dance is not liable for any bank charges that result from Direct Debits not successfully being taken.

## **Training when fees are late:**

If your payment is missed, and we have chased you at least once, your athlete will not be allowed to train until payments are brought back up to date. If an athlete arrives to a session and have not paid fees then they will be asked to sit out of the session and we will contact you to collect your athlete. This is done out of fairness to all athletes who's fees are up to date.

*Member's of competitive teams commit to the whole season from the date they join to the end of the season in the following July. If an athlete leaves for whatever reason at a different point of the season, that month's fees (the month in which they confirm they are leaving) will not be refundable, and no other payment they have made for membership, competition entry or spectator tickets will be refundable.*

## **Recreational Classes:**

Payment is due half termly in advance, and must be paid prior to the first class of that half term. Athletes will not be able to participate if payment is not up to date.

## **Online Bookings:**

Any classes, camps or masterclasses booked through our website and paid through our online payment system are non-refundable, they may be transferrable up until 7 day's prior to a booking. Any cancellations within 7 day's of the date of the session will not be refundable.

## **Pro-Shop:**

If an order is faulty, then we will offer a replacement or refund if a replacement is not suitable. If we are doing a team order, and you order a specific size, we cannot guarantee that we will be able to swap it for a different size so please check the sizing before ordering.

***Contact Chris if there are any financial problems during the season -  
Sunday to Thursday 5:30 to 9pm - 07949 491130.***

*We are available to discuss any sudden problems that crop up where a payment may be difficult to make. Please contact Chris by telephone, WhatsApp or email to discuss issues when you know about them so that we can discuss the problem and any ways around it.*