

# **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 [admin@twistedcheeranddance.co.uk](mailto:admin@twistedcheeranddance.co.uk)  
if there are any financial problems during the season -***

*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.*

## **Refunds**

### **Injury to athlete**

In the event of athletes missing a competition due to an injury and are resting on medical advice, we regret to inform parents that no refunds can be processed for the competition entry fee, nor the spectator tickets. We won't receive refunds from the Event Providers, therefore we are unable to pass on refunds. We recommend that all athletes/parents that find themselves in this position, and no longer wish to attend the competition, sell their Spectator Tickets either on their Whatsapp group, or on our Facebook Selling Page. In cases where an athlete is coming in to directly replace your athlete, we direct them to the parents to buy those tickets if they are needed.

### **Mid Season Leavers**

Reminder - joining a competitive cheerleading team is a season long (August to July) commitment. The lesson of commitment, and what it entails for all of our athletes is core to the success of our programme and individual teams. Allowing an athlete to stop after committing to the season is not something we take lightly. It will affect any future opportunity that athlete has with the programme, as commitment to the full season is foundational.

Any owed fees are expected to be settled.

We reserve the right to with hold Spectator Tickets ordered and anything paid for, for upcoming competitions, pro-shop orders/ camps, to recoup any losses to the club/team for the athlete leaving.

### **Red Zone Changes to routines**

In the event of athletes missing a competition due to Red Zone Absences whereby they have had to be replaced for the good of the team, either planned or sudden, we regret to inform parents that no refunds can be processed for the competition entry fee, nor for the spectator tickets. We won't receive refunds from the Event Providers, therefore we are unable to pass on refunds to parents. We reserve the right to with-hold Spectator Tickets ordered and paid for, for upcoming competitions, in case they are needed for an athlete coming in for the athlete in light of the gap they have left. If they are not needed by us, we can release them to parents to either attend the event themselves or to sell on to other parents.

### **Hotels and Transport**

Twisted Cheer and dance are not liable for lost funds for any transport or hotel costs for the season. We recommend that all parents book flexible tickets and refundable rooms, if they are choosing to stay over near to any venue, in case there are any last-minute scheduling conflicts or changes which are out of our control.