

# **CREDITS POLICY**

## **BACKGROUND**

The credit policy is established to facilitate the ease of understanding regarding credits, including refunds or make-ups, on a club wide basis. It is the intent of NHG to promote consistent organisational structure to improve both internal and external communication regarding credits.

## **SCOPE OF POLICY**

This policy applies to all gymnasts enrolled at NHG Gymnastics in all codes.

## **POLICY**

The Programme Manager and Finance Manager is responsible for the final approval of all credits.

Refunds - The club has a 'no refund' policy.

## **Performance MAG, Performance WAG, Performance RG and Squad:**

There are only two credit options.

A) In the event an illness or injury lasts longer than two consecutive weeks and a gymnast does not attend any sessions, in any capacity during that time period, a full credit will be given for all time away

B) In the event an illness or injury limits a gymnast from attending their full training sessions for a minimum of two consecutive weeks or more, but partial attendance is maintained for anywhere up to 70% of their weekly training time during their illness or injury period, a credit of 30% will be given. This is calculated each week for the duration of the illness or injury period and by approval of the Programme Manager. For any attendance above 70% of their weekly training time, 100% of the term fee will still be charged.

A credit for either of the above options will only be considered if a medical certificate or similar from an accredited practitioner is emailed to [medicalnotes@nhgym.co.nz](mailto:medicalnotes@nhgym.co.nz) and the Programme Manager, within five days of the initial absence, including details of name, CH# and group. The credit will be valid for a maximum of two terms.

No credits will be given for resigning from a class part way through a term.

Consideration may be given outside of these boundaries, on request, in exceptional circumstances, at the discretion of the Programme Manager and Finance Manager.

## **Trampoline, Tumbling, Extension and Recreational:**

Credits - In the event an illness or injury lasts longer than two weeks, with the provision of a medical certificate, or similar from an accredited practitioner, presented within five days of initial absence, and having emailed [medicalnotes@nhgym.co.nz](mailto:medicalnotes@nhgym.co.nz) and the Programme Manager with details of name, class and reason for absence, a credit will be applied to the account. The credit will be valid for a maximum of three months.

Make-up classes - In the event of an absence from a class due to injury or illness, with provision of a medical certificate, or similar from an accredited practitioner, and having emailed [medicalnotes@nhgym.co.nz](mailto:medicalnotes@nhgym.co.nz) and the Programme Manager, with details of name, CH#, class and reason for absence, prior to the class, a make-up class will be offered where possible, in an available, similar class, within that term.

Consideration may be given outside of these boundaries, on request, in exceptional circumstances, at the discretion of the Programme Manager and Finance Manager.

## **REPORTING PROCEDURES**

A report of refunds, credits, and make-up classes applied will be provided to Finance and reported at the Finance Committee meeting, at least once a month.

## **UNFORESEEN CIRCUMSTANCES**

From time to time, for unforeseen circumstances such as a weather event or for safety reasons, the gym may choose to close one or more of our facilities and require gymnasts to leave the facility and miss classes. In those instances there will be no refund available for the missed class and make up classes may be offered if possible at the discretion of the programme lead and finance lead / CEO, factoring in gym space and coach availability. In these circumstances make up classes are not guaranteed.

## **ADMINISTRATION**

The policy will be reviewed and revised as needed.

19 January 2026