

Drop Policy

Policy Statement

This Policy has been developed to effectively manage the Drop Notices from its members.

Policy Purpose

West Coast Gymnasts understands that members come and go from time to time, and that families may wish to stop their membership, or take a break from classes for a while due to family commitments, other sporting arrangements, or just to simply have some down time.

This Policy will ensure a fair and just process is carried out and ensures that all members understand their obligations when requesting to Drop.

Scope

This Policy applies to all members of West Coast Gymnasts, including athletes, parent/guardians of athletes and those registered with the Club for the current calendar year.

Policy Revision

This Policy shall be reviewed annually to ensure the continued improvement of the processes and procedures required for its Drop Notice.

Year	Changes Implemented	Created/Actioned By
2021	Created stand-alone Policy	Marie Greene
2022	Changed layout Made the document clearer and more concise with paragraph heading Added Responsibilities heading Added Breach of Policy heading Included additional rules	Approved by Management Committee 1 st of November 2022

Rules

As a member of West Coast Gymnasts, members can start and stop at any time within the period of annual enrolment (membership).

The Annual Registration/Membership Fee covers each member from their start date, or 1st of January of each year through to 31st of December each year.

The following rules apply for Drops, whether it is regarding class enrolments, or club membership and registration.

- Drop Requests must be submitted at least 4 weeks in advance (28 days). The club counts the first day of notice as day 1.
- Drop Requests must have a reason why the member is ceasing membership/enrolment.
- The club does NOT accept verbal Drop Notices (whether to the coach or to an administrator).
- Our preferred method of submitting a Drop Request is via the Customer Portal.
- The club will accept a Drop Request via email if the Customer Portal is unavailable for use.

For recreational members, Drop notices can be emailed to recreation@westcoastgym.org, or for squad/interclub members, the email can be sent to events@westcoastgym.org. No Drop Requests to other email addresses will be accepted.

- Any makeup tokens on a member's account will be forfeited after the Drop Date. This means, that if a member wishes to use any available makeup tokens, they must be used prior to the Drop Date.
- Makeup class tokens cannot be used after the Drop Date has passed.
- If a member participates in more than one program, and wishes to cease one, but continue with the other, then the mandatory 4 week's notice period is not required.
- Any member who wishes to Drop their squad position, does so with the understanding that their place in the squad is relinquished. If a member then changes their mind and wishes to return to training, a position in the same squad may not be available.
- Invoices for the final amount owing will be processed once the Drop has been approved.
- All accounts must be paid in full prior to the Drop Date.
- Any account still outstanding at the time of the Drop Date, will have the card on file automatically debited for the amount owing.
- A member cannot transfer to another club if fees are outstanding after the Drop date.
- If a member Drops from the Club, but does not transfer to another Club, their Annual Membership Fee and Registration Fee will remain current until the end of that calendar year.

Responsibilities

Administration

It is the responsibility of either the Recreational coordinator, Competitive Programs Manager, or Operations Manager to ensure that all Drop Requests are actioned in a timely manner, depending on the enrolment type of the member.

- Recreational Coordinator – process all members who are enrolled in a recreational program.
- Competitive Programs Manager – process all members who are enrolled in a competitive/squad program.
- Operations Manager – process either recreational or competitive members who are enrolled at the Club.

Members

It is the responsibility of the accountholder/parent or guardian of the member to ensure that Drop Notices are provided to the Club in a timely manner, via the Customer Portal, or email in accordance with this Policy.

In accordance with the Club's Fee Policy, accounts will continue to be invoiced and debited, until a member's Drop Date.

Breaches of this Policy

Any breach of this Policy must be reported to the Club's Operations Manager as soon as practical, not exceeding 7 working days.

Breaches of this Policy will be reviewed by the Club's Operations Manager, and if required, referred to the Club's Management Committee for resolution.