



Glen Park

# Fees Policy.

Fees Policy 2022 V2.



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## **Background**

Glen Park Community Centre Inc. offers a friendly, supportive, and welcoming environment for all people in our community. With a strong focus on community development, we offer a wide range of services, programs, and training. We are a member of Learn Local – a network of over 300 not-for-profit organisations across Victoria offering adult community education and training to people from all walks of life. Glen Park Community Centre Inc. is an “Alcohol-Free”, “Drug-Free” and “Smoke-Free” Zone.

In addition to the aforementioned programs and services, Glen Park Community Centre Inc. hosts the only registered hospitality Social Enterprise in Maroondah: Café on the Park. Café on the Park is so much more than just a café; with tight integration within the community and myriad of services offered, Café on the Park is truly in a class of its own. Café on the Park is a registered responsible café and is an active participant in the Suspended Coffee and Can-for-a-Coffee initiative.

Café on the Park is home to Hungry 4 Success – Catering. Every dollar spent on your catering order generates \$5.46 of community value. The income generated from your order with Hungry 4 Success – Catering creates opportunities within your community. When you order with Hungry 4 Success – Catering, you make providing essential support services possible, such as our Community Pantry, Community Meals, Uniform & School Supplies Collection, and so much more. These emergency relief programs provide support and material aid to some of your most vulnerable community members, and it’s all made possible with your choice to order catering with Hungry 4 Success – Catering. Choose Delicious and Choose Community for your next event.

## **Our Vision**

A healthy, inclusive, and connected community – free from poverty, isolation, and injustice.

## **Our Mission**

Glen Park Community Centre Inc. works to create a strong, connected community – free from poverty, isolation, and injustice, where every person has access to food, housing and economic participation, lifelong learning and support.

## Description of Fees Charged

### Courses

Costs for courses may vary depending on the number of hours involved and any additional costs for materials that may be required. Glen Park Community Centre Inc. will abide by all conditions and legal requirements regarding Fees and Charges for Government Funded Courses as determined by the Ministerial Direction on the subject matter.

### Tuition Fee

The fee charged for provision of tuition in the selected course.

### Amenities Fee

The fee charged for provision of amenities.

### Materials Fee

The fee charged for provision of materials for use in courses.

### Concession Rates

Concession cardholders may receive a discount on a course. A discount applies to some courses for cardholders. A photocopy of a current concession card is required upon enrolment to receive available concessions. Courses paid for by third parties are not eligible for concession rates. Concession rates are not applied in conjunction with other discounts.

### Member Discounts

Gold Membership cardholders may receive a 5% discount off the full fee for some social courses (non-funded) upon presenting a current membership card, but not in conjunction with other discounts.

### Facility Hire

**For current rates, please refer to the “*Facility Hire Information Sheet*”.**

### Insurance

If you do not have your own current public liability certificate, we can arrange cover for your function through Maroondah City Council. Please note that Glen Park Community Centre Inc. is an “Alcohol-Free Zone”. If you have your own insurance, please provide a copy of your certificate of currency at the time of booking. Failure to do so will result in the hire being rejected/cancelled. This amount is subject to change by Maroondah City Council.

### Hire Bond

A hiring bond shall be payable on all hires. This will be refunded upon satisfactory completion of the hire and in accordance with the “*Facility Hire Terms & Conditions*”. All refunds will be paid via EFT to the entity named on the “Application for Hire” form within 28 days of the access card being returned and the bank details being provided, less any amounts deducted by the Centre for repair of damage, extra cleaning required, extra room usage time, security breaches and/or callouts.

## Booking Deposit

**Regular Hire:** A **non-refundable deposit of 50% of the final hire charge** is payable to secure your booking dates. This is payable upon return of the completed "Facility Hire Application" form and will be deducted from the final hiring charge.

**Social/Casual Hire:** The **final hire charge is payable in full** to secure your booking date. This is payable upon submission of the completed "Facility Hire Application" form and is **non-refundable**.

## Hire Fees

Facility hire fees are charged per hour and vary according to the room being hired and the nature of the hire (casual or regular). Not-for-profit organisations (evidence required) are offered a reduced rate.

The hiring fees are determined by the Centre and may be varied or waived at management's discretion.

## Security Breach

This will be charged to the hirer for each failure to comply with the security requirements of the Facility Hire Terms & Conditions (please refer to Section (7) thereof). This fee will be deducted from any bond refund (if applicable) or may be invoiced separately.

## Callout

This will be charged to the hirer to recoup costs incurred for every time a Glen Park Community Centre staff member attends the Centre after receiving a call for support, provided the hirer was found to be at fault. Otherwise, the cost shall be borne by the Centre or the appropriate entity.

Callouts are charged at a flat rate for the first hour in addition to an hourly rate for every hour thereafter or part thereof. Please refer "*Facility Information Sheet*" for the current rates.

## Early Access/Late Exit

This will be charged to the hirer if the venue was accessed/exited outside the timeframe agreed on the "*Facility Hire Application*".

## Administration Fees

### Late Payment Reminder

Each reminder sent for payments not received by the due date may incur a fee of 10% of the outstanding payment amount (\$15.00 minimum). This fee may be invoiced separately or added to the existing invoice.

### Change/Refund

An Administration Fee of \$15.00 may be charged for each alteration to an invoice, including but not limited to adjustments due to changes in enrolments, facility hire or refunds (excluding those initiated by the Centre).

## Ways to Make Payments

### Direct Deposit/Internet Transfer

Payments can be made by direct deposit or internet transfer to Glen Park Community Centre Inc.'s bank account:

Bendigo Bank  
BSB 633-000  
Account No.: 1301 48075

In order to correctly identify your payment, please ensure that your **INVOICE NUMBER** and **NAME** are included in the details section of your internet or direct deposit transaction.

Please provide a remittance advice or return the payment advice slip portion of your invoice with the date the deposit was made so that payments can be reconciled. The advice may be emailed to [finance@glenparkcc.com.au](mailto:finance@glenparkcc.com.au) or posted to:

C/o. Finance Department  
Glen Park Community Centre Inc.  
30 Glen Park Road, Bayswater North VIC 3153

**Payment is not considered finalised until proof of deposit is provided.**

### Cash

Cash should be presented at reception for a receipt to be issued. Please do not post cash.

### Credit Card & EFTPOS

Credit card and EFTPOS facilities are available at reception. Credit card payments can also be taken over the phone during office operating hours.

**Please note: Glen Park Community Centre does not accept cheques.**

# Payment Terms

## Courses

Fees for courses are to be paid at the time of enrolment, unless prior arrangements have been made in writing. If a course commences and you have not paid or made arrangements to pay, we reserve the right to withdraw you from the class in order to allocate your place to another person on the waiting list. Late payments may incur a late payment reminder fee as detailed in the previous section.

## Withdrawals

Withdrawals from a course must be notified in writing.

- If you withdraw two weeks or more prior to the course start date, you will receive a full refund of the fees charged, less the applicable Administration Fee.
- If less than two weeks' notice is given, 50% of the fees charged will be refunded, less the applicable Administration Fee.

If a course has already commenced you will not receive any refund for fees charged and you will still be liable for any unpaid fees, including any late payment reminder fees.

## Missed Classes

No refunds are given for missed classes, although make-up classes may be available in certain circumstances for those who have given prior notification of absence (refer to "Make-up Class Policy" hereinbelow).

## Hire Fees

Hire fees are due in full at the time of booking unless prior arrangements have been made and have been approved in writing (e.g. payment plan). Late payments may incur a late payment reminder fee as described in the previous section. In the event of default, the hirer will be liable for the collection costs incurred (refer to "Late/Non-Payment" hereinbelow).

## Catering

In order to secure a booking, a 50% deposit is required. Full payment is required a minimum of 7 days prior to the function date. Any added costs due to higher than minimum guaranteed guest counts, extra services or additional duration of services will be billed to the client within 7 business days after the event, and must be paid within 14 days of the invoice date.



## Payment Plan Options

It is Glen Park Community Centre Inc.'s policy to have all fees received in full before commencement of the activity. However, we acknowledge that sometimes payment of these fees can present financial difficulties.

In such circumstances, a payment plan can be arranged to assist in paying fees. All applications for payments plans and subsequent discussion are treated in the strictest confidence.

Applications should be made on the "Request for Payment Plan" form available from Reception/Office.

All payment plans **MUST** be discussed with and agreed to by the Finance Department and/or management (before being implemented) and signed by both management and the applicant. All fees and levies must be finalised within the calendar year and any carryover will only be allowed at management's sole discretion.

Late instalment payments may incur a payment reminder fee as detailed earlier. Failure to comply with the agreed payment option may result in removal from the activity.

Glen Park Community Centre Inc. may accept applications for the following payment plans:

### Option (1)

*(preferred for activities operating during school term times)*

- 1<sup>st</sup> payment due prior to the commencement of activity or on application (whichever comes first).
- 2<sup>nd</sup> payment due by week 2 of the activity.
- 3<sup>rd</sup> and final payment due by week 4 of the activity.

### Option (2)

Outstanding fees are to be paid in monthly instalments:

- 1<sup>st</sup> payment due prior to the commencement of activity or on application (whichever comes first).
- 2<sup>nd</sup> and subsequent payments due at the beginning of every month thereafter.

### Option (3)

*(preferred for activities of short duration – less than one term)*

For courses of less than one term's duration, outstanding fees are to be paid prior to completion of the course in equal instalments as arranged by the Finance Coordinator and/or management.

Any subsequent changes to agreed payment options may incur an administration fee.

## Make-Up Class Policy

Glen Park Community Centre Inc. offers make-up classes (subject to availability) for some non-funded courses as a **courtesy** to students who have given ample notice (**at least 24 hours**) to Reception/Office of their inability to attend a scheduled class. We offer no assurances that make-up classes will be available. It is advisable for students to be flexible with dates/times for make-up class bookings.

Please be mindful that there are others who may request make-up classes. Therefore, please observe the aforementioned required notice period in order to give someone else a chance to book a make-up class. Hence, “no or insufficient notice” automatically translates to “**no make-up class**”.

### Cancelling a make-up class

You are asked to notify Glen Park Community Centre Inc. at least 24 hours before the class if you are unable to attend.

### Organising a make-up class

- You are asked to contact Reception/Office at Glen Park Community Centre Inc. to organise a make-up class.
- Make-up classes should be completed as soon as possible after the missed class.
- Do not leave your make-up class until the last week of term. You may miss out due to full classes.
- A maximum of 3 make-up classes may be organised per term (subject to availability).
- Make-up classes cannot be carried over into the following term(s).
- Failure to organise or attend a make-up class within the term will automatically result in the class being forfeited.
- Deviation from this policy, including application of pro rata fees, will only be applied upon Management approval and decided on a case-by-case basis.

## Refund Policy

### Courses

If we cancel a course for any reason, your fees will be refunded in full. Conditions apply for individual classes. If an individual class has been cancelled for any reason, Glen Park Community Centre Inc. will either issue a credit/refund or schedule a make up class, where available, outside of the original scheduled dates of the course. Please note any credits issued will be written off if not claimed within six months.

Funded courses require an application for refunds and will only be approved if the total number of classes cancelled amounts to 25% or more of the course. If approved, you will be eligible for a pro rata refund. However, the Centre may offer a make-up class instead, in which case no refunds would be issued.

If you withdraw two weeks or more prior to the course start date, you will receive a full refund of the fees paid, less the applicable Administration Fee. If less than two weeks' notice is given, 50% of the fee will be refunded less the applicable Administration Fee.

If a course has already commenced, no refund will be given, and you will still be liable for any unpaid fees.

## Facility Hire

If we cancel your hire for any reason prior to hire date, your fees will be refunded in full.

Any booking changes and cancellations must be notified in writing at least 28 days prior to the hire date. Changes to bookings and invoices will incur the applicable Administration Fee. Should the required notice not be given, the agreed hiring fee shall be payable in full.

**Regular Hire:** If the hire was cancelled by the hirer, the fees for the next 4 weeks of hire (or part thereof beyond the initial non-refundable 50% of the hire fees) shall become payable immediately (in addition to the applicable Administration Fee).

**Social/Casual Hire:** Social/Casual Hire fees are strictly non-refundable. If the hirer cancels their hire, they shall only be eligible for a refund of their hire bond and public liability insurance. The hire fees will be forfeited.

## Hire Bond

All monies received for bond payments will be receipted and banked. Bond refunds will be paid by EFT and made payable to the hirer named on the application form.

Glen Park Community Centre Inc. will refund the bond to the hirer named on the application form within 28 days of the access card being returned to the office and bank details being provided, less any amounts deducted by Glen Park Community Centre Inc. for (including but not limited to):

- Repair any damage to the venue that occurred while the hirer had access to the venue.
- If necessary, pay to clean the venue to its condition prior to the hiring date.
- Failure to comply with security requirements (including leaving appliances on at the end of the hire).
- Charge for additional hours of use.

## Catering

- If you cancel two weeks or more prior to the function date, you will receive a full refund of the deposit, less the applicable Administration Fee.
- If you cancel between 7-14 days of the event, you will receive a 50% refund less the applicable Administration Fee.
- If less than one week's notice is given, the deposit is forfeited (unless the function is rescheduled).

## Late / Non-Payment

- Each reminder sent for payments not received by the due date will incur a fee of 10% of the outstanding payment amount (\$15.00 minimum). This includes each payment on a payment plan.
- Non-payers will be sent a first reminder notice 14 days after payment is due.
- Upon non-payment of monies after a further 7 days, a second reminder notice will be sent.
- Failure to pay may result in cancellation of the hire or suspension/removal from the activity, if applicable.
- After non-payment of monies after a total 28 days after payment is due, a letter of demand will be sent stating a debt collection service may be employed to cover outstanding fees if not paid within a further 7 days.
- A debt collection service will be employed if payment has not been received after that final 7-day period. In the event of default, the customer will be liable for the collection costs incurred as per the following clause:

*In the event of the customer being in default of his obligation to pay and the overdue account is then referred to a debt collection agency, and/or law firm for collection the customer shall be liable for the recovery costs incurred and if the agency charges commission on a contingency basis the customer shall be liable to pay as a liquidated debt, the commission payable by Glen Park Community Centre Inc. to the agency, fixed at the rate charged by the agency from time to time as if the agency has achieved one hundred per cent recovery and the following formula shall apply.*

$$\text{Commission} = \frac{\text{Original Debt}}{100 - \text{Commission \% charged by the agency (including GST)}} \times 100$$

*In the event where Glen Park Community Centre Inc. or Glen Park Community Centre Inc.'s agency refers the overdue account to a lawyer the customer shall also pay as a liquidated debt the charges reasonably made or claimed by the lawyer on the indemnity basis.*

## Enquiries

If you have any enquiries regarding this fees policy, please feel free to contact our Finance Officer in person, by phone or via email.

**Address:** 30 Glen Park Road, Bayswater North VIC 3153  
**Phone:** (03) 9720 5097 or (03) 9720 9549  
**Email:** [finance@glenparkcc.com.au](mailto:finance@glenparkcc.com.au)

## Related Documents

- ACFE Enrolment Form
- FFS Enrolment Form
- Facility Hire Information Pack
- Facility Hire Application Form
- Catering Proposal Quote Letter
- Request for Payment Plan
- Website, including document links