

# 2024 Billing Schedule & Information

Enrolling in a class secures your place in the class in the class ongoing, until you let us know in writing that you would like to change classes or end your enrolment.

At Skylark Sports we run classes continuously for 48 weeks of the year, with a 4-week scheduled break over the Christmas and New Year period.

- Classes for 2024 begin on Monday 15<sup>th</sup> January 2023
- Classes for 2024 conclude on Sunday 22<sup>nd</sup> December 2023

#### Direct debit dates are listed in the table below.

Direct Debit Date	Fortnight Dates
Monday 8 <sup>th</sup> January	8 <sup>th</sup> January – 21 <sup>st</sup> January
Monday 22 <sup>nd</sup> January	22 <sup>nd</sup> January – 4 <sup>th</sup> February
Monday 5 <sup>th</sup> February	5 <sup>th</sup> February – 18 <sup>th</sup> February
Monday 19 <sup>th</sup> February	19 <sup>th</sup> February – 3 <sup>rd</sup> March
Monday 4 <sup>th</sup> March	4 <sup>th</sup> March – 17 <sup>th</sup> March
Monday 18 <sup>th</sup> March	18 <sup>th</sup> March – 31 <sup>st</sup> March
Tuesday 2 <sup>nd</sup> April	1 <sup>st</sup> April – 14 <sup>th</sup> April
Monday 15 <sup>th</sup> April	15 <sup>th</sup> April – 28 <sup>th</sup> April
Monday 29 <sup>th</sup> April	29 <sup>th</sup> April – 12 <sup>th</sup> May
Monday 13 <sup>th</sup> May	13 <sup>th</sup> May – 26 <sup>th</sup> May
Monday 27 <sup>th</sup> May	27 <sup>th</sup> May – 9 <sup>th</sup> June
Tuesday 11 <sup>th</sup> June	10 <sup>th</sup> June – 23 <sup>rd</sup> June
Monday 24 <sup>th</sup> June	24 <sup>th</sup> June – 7 <sup>th</sup> July
Monday 8 <sup>th</sup> July	8 <sup>th</sup> July – 21 <sup>st</sup> July
Monday 22 <sup>nd</sup> July	22 <sup>nd</sup> July – 4 <sup>th</sup> August
Monday 5 <sup>th</sup> August	5 <sup>th</sup> August – 18 <sup>th</sup> August
Monday 19 <sup>th</sup> August	19 <sup>th</sup> August – 1 <sup>st</sup> September
Monday 2 <sup>nd</sup> September	2 <sup>nd</sup> September – 15 <sup>th</sup> September
Monday 16 <sup>th</sup> September	16 <sup>th</sup> September – 29 <sup>th</sup> September
Monday 30 <sup>th</sup> September	30 <sup>th</sup> September – 13 <sup>th</sup> October
Monday 14 <sup>th</sup> October	14 <sup>th</sup> October – 27 <sup>th</sup> October
Monday 28 <sup>th</sup> October	28 <sup>th</sup> October – 10 <sup>th</sup> November
Monday 11 <sup>th</sup> November	11 <sup>th</sup> November – 24 <sup>th</sup> November
Monday 25 <sup>th</sup> November	25 <sup>th</sup> November – 8 <sup>th</sup> December
Monday 9 <sup>th</sup> December	9 <sup>th</sup> December – 22 <sup>nd</sup> December

# The following public holiday closures are observed:

- Australia Day Friday 26<sup>th</sup> January
- Labour Day Monday 11<sup>th</sup> March
- Easter Friday Friday 29th March
- Easter Saturday Saturday 30<sup>th</sup> March
- Easter Sunday Sunday 31<sup>st</sup> March
- Easter Monday Monday 1st April

- ANZAC Day Thursday 25<sup>th</sup> April
- King's Birthday Monday 10<sup>th</sup> June
- AFL Grand Final Eve Date to be confirmed (likely Friday 27<sup>th</sup> September)
- Melbourne Cup Day Tuesday 5<sup>th</sup> November

You are not charged for classes that fall on public holidays.

Fortnightly tuition is calculated based on the actual number of running classes in the fortnight, multiplied by the advertised class price. Class prices can be found on the website and in the customer portal.

Only the first child pays full fare. A 10% sibling discount is applied to the lesser tuition. A 10% second class discount is also applied for students taking more than one class per week.

#### **Direct Debit**

To complete your enrolment, you will need to provide credit/debit or bank account information through the Customer Portal. We will automatically debit your account on the due date for the fortnight in advance.

### Alternative payment options

Your card or bank account on file acts as a guarantee of payment.

You are welcome to pay your account prior to the processing date each fortnight via the Customer Portal, in person by cash or via bank transfer. Any balance remaining on the processing date will be charged to your card on file.

If you prefer to make less frequent payment or pay a larger amount in one go to get ahead this can be done by any of the methods above. Your account will be in credit and each fortnight as tuition is applied your credit will be used to offset the charges. Ask our Customer Care team for details.

#### **Enrolment Pause**

Skylark Sports offers each member two weeks of tuition pause each calendar year. This can be used at any time, either one week at a time or in one two-week block.

Seven days written notice must be given to utilise an enrolment pause. A credit will be applied to your account for the requested period. Enrolment pauses cannot be requested after the fact.

## Make-up classes

We want your child to enjoy the benefits of our programs so if you are away, your child is ill, or you simply can't make it to your class we offer unlimited make-up classes. When a class is missed a make-up token is generated on your account. It is important to understand that your tuition pays for your place in the class, regardless of attendance. Our costs do not change if you do not attend. Make-up classes are offered as a benefit to our families to ensure you can make the most of your membership. Make-up tokens do not have a monetary value, and cannot be exchanged for credit, transferred to other students, or used once an enrolment ends. Make-up tokens expire 365 days after issue.

Make-up classes must be booked in advanced through the Customer Portal or through our customer service team. Make-up classes cannot be booked more than 3 days in advance as they can only be booked where a space exists.

If you know you are going to be absent, we appreciate being informed, as this allows us to book another student into your place for a make-up class. To notify of an absence please use the Customer Portal or email us and let us know.

## **Participation Agreements**

All Skylark policies and your full participation agreement can be downloaded from our website.

The information in this document applies to all members except those in our AcroSquad program. Please see the AcroSquad participation agreement for relevant information.