

| Version | Date      | Author                 | Change Description |
|---------|-----------|------------------------|--------------------|
| 1.0     | July 2019 | K. Kendall & S. Hunter | Policy Created     |

## Policy Objective

This sets out the requirements for Service Management policies and practices in relation to fees and payments.

## Rationale

Cash flow management is vital to all businesses to enable them to continue to provide a consistent level of quality. Exercise professionals have a responsibility to inform all clients of financial cost of any goods and services. Costs need to be fair and reasonable, reflecting the services provided.

## Strategies and Practices

- Preferred payment methods for fees are as follows:
  - Setting up Direct Debit details for recurring payments / contracts
  - Paying for casual classes / passes using Mindbody App.
- For the safety of Team Members, clients and Visitors, the facility does not accept cash as a means of payment.
- Clients are responsible for ensuring adequate funds are available in their bank account to ensure payments are processed on time. Kendall Fitness reserves the right to pass on any related dishonor fees to the client.
- Legal action may be taken for outstanding fees, if suitable arrangements are not made with the Management to pay off outstanding balances.

## Notes

Information relating to this policy is communicated throughout the facility using a variety of the following:

Emails, Team meetings and memos, Notice boards and posters, pamphlets and information sheets, role modelling and signs displayed around the fitness facility.

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| <b>Policy Written by:</b><br>K. Kendall & S. Hunter |                                    | <b>Date:</b> July 2019                |
| <b>Final Approval by:</b><br>Kylee Kendall          | <b>Approved Date:</b><br>July 2019 | <b>Next review date:</b><br>July 2020 |