

Simply Ballet Declined Payment Policy



This policy covers direct debit payments via bank account or credit/debit card to ensure reliable payment processing and cover administrative costs incurred from declined direct debit transactions. A \$5 fee will be applied for each unsuccessful payment attempt. This policy aligns with fair trading practices and Australian Consumer Law.

Declined Payment Policy:

1. **Declined Payment Fee:** A \$5 fee will be charged for each failed direct debit transaction. This fee is on top of any bank charges and covers administrative efforts to resolve the issue.
2. **Notification:** Customers will receive an email/SMS upon payment failure, with instructions to update their payment details or account balance.
3. **Retry Attempts:**
 - o 1st retry: 3 days after the initial decline.
 - o 2nd retry: 3 days after the first retry (if unresolved).
 - o A \$5 fee applies **per decline**, including retries.
4. **Consequences:**
 - o Accounts unresolved after 10 days will be temporarily suspended.
 - o Outstanding fees must be cleared before rejoining classes.
5. **Exceptions:** Fees may be waived for genuine bank errors (e.g., system outages). Contact us within 48 hours to discuss.

How to Avoid Fees:

- Ensure sufficient funds are available.
- Update payment details promptly via your [customer portal](#)
- Contact us at least 48 hours before your scheduled payment to make other arrangements.

Policy authorised by

Helen Cooper

Name

Owner

Position

Simply Ballet

Business name

Helen Cooper

Signature

1/7/25

Date

1/7/26

Review Date