

## **GLS Payment & Enrolment Policy 2026**

### **2026 Term Dates**

#### **Term 1: 2 February – 3 April**

- Bentleigh (Monday classes): 9 weeks  
*No class 9 March (Labour Day)*
- Bayswater (Tuesday classes): 10 weeks

#### **Term 2: 20 April – 26 June**

- Bentleigh (Monday classes): 9 weeks  
*No class 8 June (King's Birthday)*
- Bayswater (Tuesday classes): 10 weeks

#### **Term 3: 13 July – 18 September**

- Bentleigh (Monday classes): 10 weeks
- Bayswater (Tuesday classes): 10 weeks

#### **Term 4: 5 October – 11/18 December**

- Bentleigh (Monday classes): 10 weeks  
*No class 2 November (Monday before Cup Day)*  
*Finishes 14 December*
- Bayswater (Tuesday classes): 9 weeks  
*No class 3 November (Melbourne Cup Day)*  
*Finishes 8 December*

Public holidays falling on class days are automatically excluded. Students are not charged for classes that fall on a public holiday.

## 1. Payment Options

### Option 1 – Early Bird Annual Payment (Best Value)

**Eligibility:** Payment received on or before 1 February 2026

**Fees:**

- First child: \$971.30 per year
- Sibling discount: \$920.70 per year

All fees include GST. Card payments incur a processing fee, which is built into the amounts shown.

The sibling discount applies only when a first child has been registered and paid for.

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### Option 2 – Annual Payment (Pro-Rated from 2 Feb 2026)

**Eligibility:** Enrolments made from 2 February 2026 onwards

**How it works:** Annual payments received from 2 February are calculated based on the number of remaining classes. Pro-rating ensures you only pay for classes your child will attend. Contact us for an exact quote based on your enrolment date.

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### Option 3 – Pay Per Term

**Fees:** \$306.90 per term

All fees include GST. Card payments incur a processing fee, which is built into the amounts shown.

**Requirements:**

- Payment must be received before the first class of each term
- Students who have not paid cannot attend class

## 2. Payment Terms

1. Enrolment is complete only when both the enrolment form and payment are received.
2. No payment = no class attendance.
3. Payment method: Credit/debit card via Stripe (online payment portal)
4. By enrolling and paying, you agree to pay fees for the enrolled period.
5. Verbal or incomplete enrolments are not accepted.

**Note:** Direct debit payments may be accepted in exceptional circumstances by prior arrangement with the office.

### Financial Hardship Assistance

We want to make our program accessible where possible. If you're experiencing genuine financial hardship:

**Payment plan option:** Split annual fees into 2 or 3 instalments (February, May, August)

#### Requirements:

- Must apply in writing before 1 February 2026
- Brief explanation of circumstances
- Commitment to payment schedule

#### Terms:

- First instalment due before Week 2, Term 1 begins
- Missed instalments may result in class suspension until payment is made
- Payment plans incur a \$50 administration fee
- Limited spots available

**To apply:** Email [germanschool@templesociety.org.au](mailto:germanschool@templesociety.org.au) with "Payment Plan Request" in the subject line.

### 3. Withdrawal & Refund Policy

We understand that circumstances change. Below are our refund guidelines:

#### Withdrawal Before Program Starts

Timing	Refund	Requirements
Before 1 February 2026	Full refund minus Stripe fees	Written notice via email

#### Withdrawal After Program Starts

Timing	Refund	Requirements
Within first 2 classes of a term	80% pro-rata refund for that term	For genuine emergencies/medical reasons with documentation
After 2nd class of term	No refund for current term	Future terms may be refunded (see below)
Mid-year (annual payment)	No refund for completed terms	Unused future terms eligible for refund in special circumstances

## Special Circumstances (Automatic Refund/Credit)

The following situations qualify for pro-rata refund or credit to a future year:

Situation	Evidence Required	Refund
Long-term illness or injury (4+ consecutive weeks)	Medical certificate	Pro-rata refund for unused weeks
Family relocation (interstate/overseas)	Proof of relocation	Pro-rata refund for unused terms
GLS program changes (time/location/teacher) that don't suit your family	Written notice within 1 week	Pro-rata refund or transfer to alternate class

**Note:** Requests must be submitted in writing within 2 weeks of the qualifying event occurring.

### No refunds for:

- Individual missed classes
- Family holidays, sporting commitments or personal scheduling conflicts
- Change of mind after the 2-class window
- Public holidays (already excluded from term schedule)
- Failure to attend without notice

**Important:** Stripe processing fees are non-refundable in all cases.

#### 4. How to Withdraw or Request a Refund

1. Email written notice to: [germanschool@templesociety.org.au](mailto:germanschool@templesociety.org.au)
2. Include:
  - a. Student name(s)
  - b. Reason for withdrawal
  - c. Supporting documentation (if claiming special circumstances)
3. Refund eligibility is calculated from the date your email is received
4. Refunds are processed within 14 business days of approval
5. Any overdue fees for classes already attended must be paid before withdrawal is finalized

#### 5. If GLS Cancels or Disrupts Classes

We're committed to delivering the full program, but sometimes unforeseen events occur:

<b>Disruption Length</b>	<b>What Happens</b>
Single class	Rescheduled where possible, or counted as class delivered
Up to 1 week	Make-up class offered
2-3 weeks	Online classes or intensive make-up sessions offered
4+ weeks	No further fees charged for the disrupted period; pro-rata refund or credit issued

**Applies to:** Natural disasters, government restrictions, pandemics, venue unavailability, or other events beyond GLS control.

## 6. Class Changes & Program Adjustments

- If GLS needs to change class times, location, or teaching staff, we will provide at least 2 weeks' notice where possible
- Families who cannot accommodate the changes may withdraw with a pro-rata refund for future terms (see Section 3)
- Curriculum adjustments or minor schedule tweaks are at the discretion of GLS and may not qualify for refunds

## 7. Credits & Transfers

- **Sibling transfers:** Unused credits may be transferred to a sibling with written approval
- **Future year credits:** In special circumstances, credits may be held for up to 12 months
- **No third-party transfers:** Credits cannot be transferred to other families

## 8. Disputes & Questions

We want every family to have a positive experience. If you have concerns:

1. Email the GLS office at [germanschool@templesociety.org.au](mailto:germanschool@templesociety.org.au) or call 03 9557 6713 outlining your concern
2. We will respond within 5 business days
3. If the matter cannot be resolved, you may request a review by the Community Operations Executive

We aim to handle all disputes fairly and in line with this policy.

### Questions? Contact us at:

- **Email:** [germanschool@templesociety.org.au](mailto:germanschool@templesociety.org.au)
- **Phone:** 03 9557 6713 (Mon-Fri, 9am-3pm)
- **Office hours:** By appointment - email to arrange a time