Aikido Victoria
(Aiki-Kai) Inc.
Part of the National Aikido Association of Australia
The first, and largest, Aikido association in Australia
Officially recognised by the Aikido World Headquarters

Training Fee Subscriptions and Online Payments Guide

Introduction

In this guide, you will find instructions on using the online payments platform for training fee subscriptions and payments for Aikido Victoria. For more information on training fees (rates), please see the **Fees** section on our website.

Table of Contents

Introduction 1
Account Registration and Maintenance 2
Before You Start – Important Notes 2
Setting Up a Subscription 3
Changing Your Subscription: Suspending and Cancelling 5
  Cancelling 5
  Suspending and Reactivation 6
Events and Daily Fees (On the Day Training, Special Events and TTCs) 8
  For Instructors: Checking when a payment has been made 8
Cancellations, Suspensions and Refunds Policy 10
FAQs 10

Changes

- October 2024: Updated Refund Request form.
- June 2023: Additional information about resuming suspensions.

Aikido Victoria takes issues of equal opportunity, discrimination, and harassment seriously and has established a process to deal with complaints. For further details contact Adrianne Cleaver Leong (0403 527 793) or Bill Birnbauer (0412 956 741).

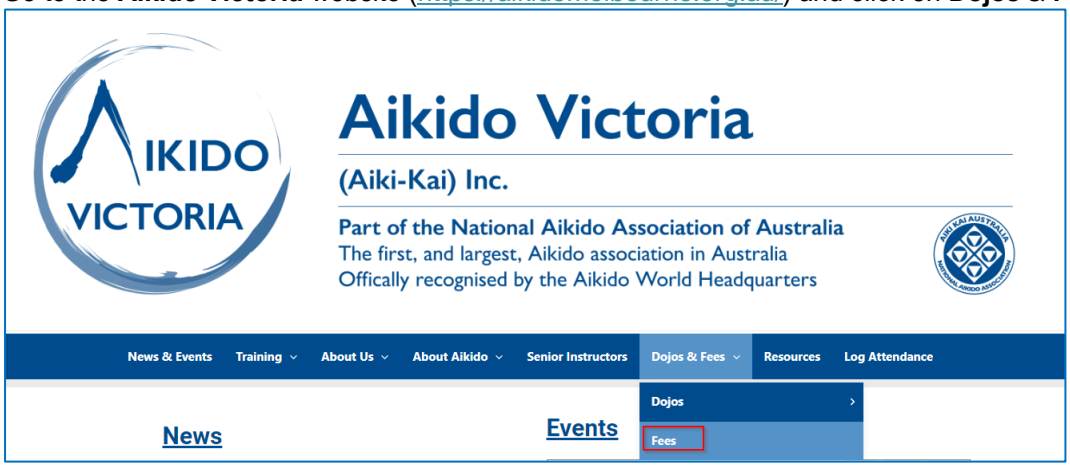
ABN: 86 181 206 607 | Aikido Victoria is incorporated under the Associations Incorporation Act 1981 as "Aikido Victoria (Aiki-Kai) Inc.", registered number A0017140J.

Account Registration and Maintenance

You must create an account to use the online payments platform. This account is separate to your Aiki Kai Australia online account and TRAKR.

To set up an account:

1. Go to the **Aikido Victoria** website (https://aikidomelbourne.org.au/) and click on **Dojos & Fees**, then **Fees**.



2. Click the **Click here to pay fees** button.
3. Click the **My Account** button.
4. Follow the instructions on the right-hand side to register a new account.

Important: You must use the same email address that you have registered for your Aiki Kai Australia membership. This is the only way that your payments can be assigned to your account.

Once your account has been set up, you can access your account and subscription details, order history and payment methods online. This guide does not cover these functions.

Before You Start – Important Notes

- Training fees are published on our website: Training Fees
- Have your Aiki Kai Australia membership number handy. You will need this at checkout. You can find this by logging into your Aiki Kai Australia account on the national website.
- You can only set up (purchase) **one subscription at a time**. If you are paying for a family member's subscription, or have multiple children's subscription, you will need to do this for each person separately.
- Subscriptions will automatically renew at the end of the period using the payment method you choose. You only need to set them up once.
- You only need to change your subscription if your circumstances change (eg: you are going on holiday and won't be training for a while).
- You cannot purchase a subscription and a one-off purchase (eg: TTC day) at the same time. You will need to purchase them as separate transactions. See the section on **Events and Daily Fees** in this guide for more details.
- Available payment methods are:
    - Credit/debit cards: VISA, Mastercard, American Express and Carte Bancaires
    - Google Pay and Apple Pay: you must set these up in your browser/device first.
        - Google Pay: What is Google Pay
        - Apple Pay: How to use Apple Pay
        - Please note Aikido Victoria cannot assist with setting up or troubleshooting these payment methods for you.

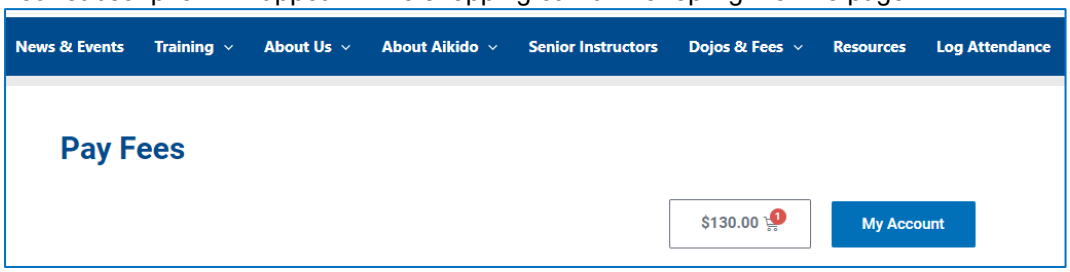
Setting Up a Subscription

1. Go to the Aikido Victoria website and click on **Dojos & Fees**, then **Fees**.
2. Click the **Click here to pay fees** button.
3. Find the type of subscription you want to pay for. Note that subscriptions are sorted into separate categories:
    - **Classes** – Dojo training, full rate
    - **Classes (concession)** – Dojo training, concession rate
    - **Grading** – Kyu gradings
    - **Events** – Special Days of Training and TTCs

Note: Gradings, daily and events are not subscriptions and do not automatically renew. See the section on **Events and Daily Fees** in this guide for more details.

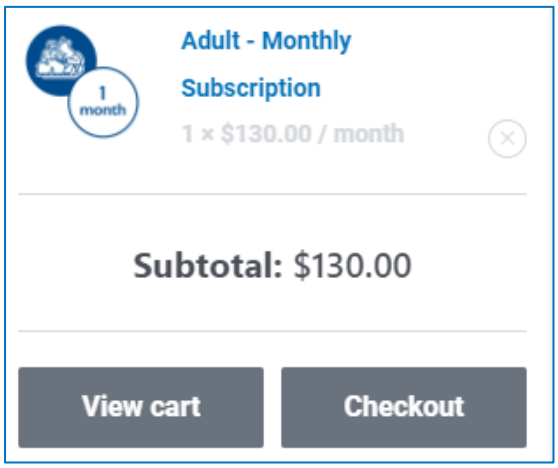
4. Click on the **Sign up now** button or the icon for the subscription you want.

5. Your subscription will appear in the shopping cart at the top-right of the page.



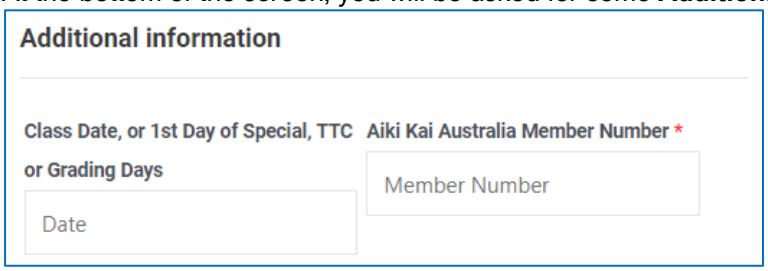
Note: If you click on another subscription type, your shopping cart will update. You will be able to check that you have chosen the right type of subscription in your cart before paying.
If you add a once-off purchase (eg: TTC day), this will remove the subscription from your cart. Again, you will be able to check and change this from the shopping cart before paying.

6. If you clicked the icon, you will see more details and the Refunds and Returns policy. Click the **Sign up now** button to add it to the shopping cart or click **Back** to choose a different subscription.
7. Click on the shopping cart button to check the subscription that you have chosen.



- Click the (X) to remove the subscription.
- Click **View Cart** to view more details.
- Click **Checkout** to enter your payment details.

8. On the checkout screen, enter your billing details as requested.
    - If you are not logged in, you will be asked to log in before you can complete payment.
    - If you have not created an account yet, you will see a mandatory field asking for a username. When you fill this in, you will be emailed instructions on creating your account.
9. At the bottom of the screen, you will be asked for some **Additional information**:



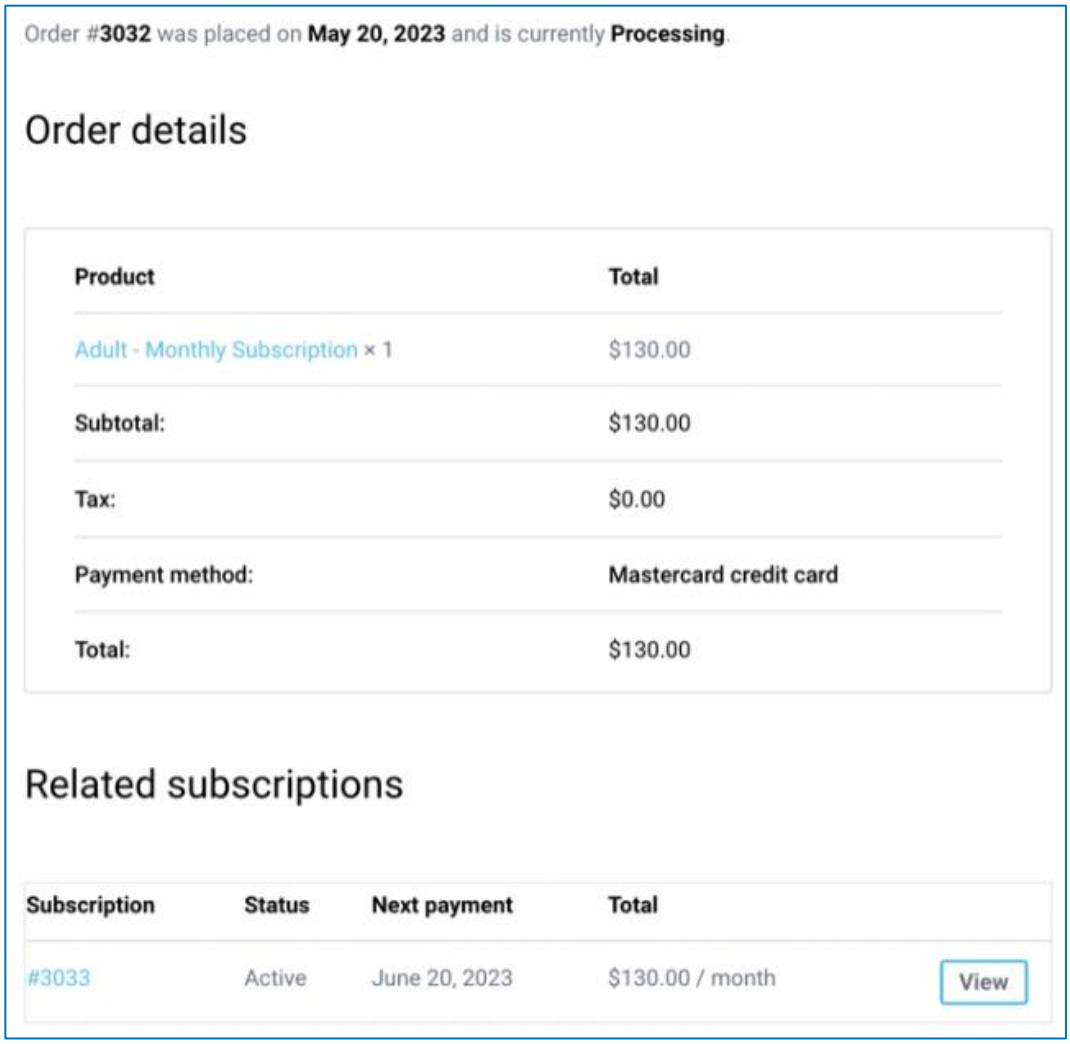
    - If you are purchasing a daily class, special event, grading or TTC day, you must enter the date of the training that you will be doing. With regards to gradings, **this is the only way we will know that you have paid,** so it is very important that you choose the correct date.
    - If you choose the wrong date, we cannot simply refund you for the purchase. Instead, we would apply your payment to a future date. Please refer to the **Returns and Refund Policy** and **FAQs** section of this guide.
    - If you are purchasing a subscription of more than one day (eg: weekly, monthly, 3 or 6 monthly, children's term), please leave this date field blank.
    - Enter your Aiki Kai Australia membership number. This is required for all purchases. If you are purchasing a subscription for someone else, enter their membership number here.
10. Check that the subscription you have chosen is correct.
11. When you are ready to pay, enter your credit card, Paypal, Apple Wallet or Google Pay details.
12. Tick the box that says you agree to the terms and conditions.
13. Click the **Sign up now** button.
14. You have finished setting up your training fee subscription or purchase. Thank you!

Order and Subscription Numbers

Once you have completed your order, you will receive a receipt via email.

For purchases of single day training, TTCs, Kyu Gradings and Special Days, you will receive a receipt for your order.

For recurring subscriptions (weekly, monthly, etc) and renewals, you will receive two separate transaction numbers, one for the order and another for the subscription.



In this example, the Order number is #3032, and the Subscription is #3033.

Changing Your Subscription: Suspending and Cancelling

Students are expected to self-manage their training fee subscriptions. There are two ways to change it.

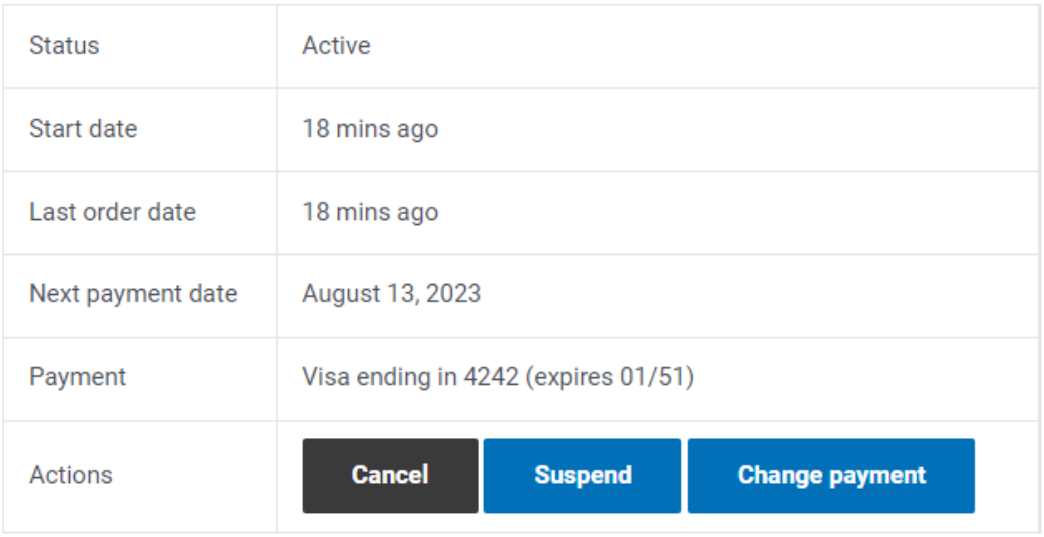
Cancelling

If you want to change your subscription type (eg: go from weekly to monthly), or are stopping training, you can cancel your subscription. This means you can train for the remainder of the time you have paid for, and your subscription will not automatically renew.

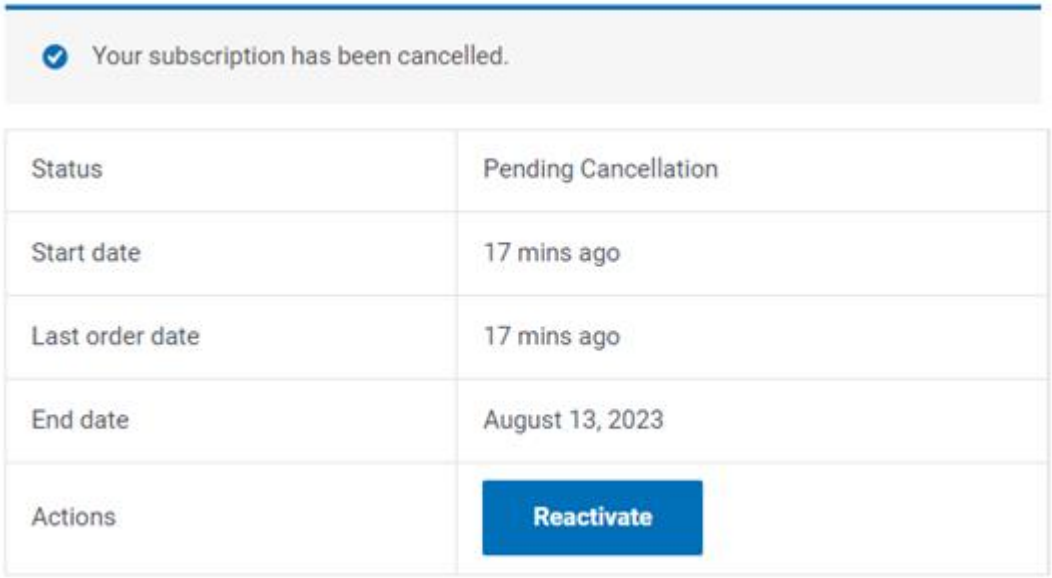
***Example**: I have a weekly subscription that renews on Mondays. I want to switch to a monthly subscription to save some money, so I cancel my current one. On the next Monday, I purchase a monthly subscription that will start on that day.*

Cancelling your subscription

1. Log into your account, then click on **My Subscription**.
2. Click the **Cancel** button.



3. You will see a message confirming that your subscription has been cancelled. The status will be marked as **Pending Cancellation** until the **End date**.



   You will be able to train until the End date, after which your current subscription will expire.
   You also have until the End date to reactivate your subscription. After your subscription expires, you will have to purchase a new one.

4. To reactivate your subscription, click the **Reactivate** button. You can only reactivate your subscription if it falls within your subscription period.

Once your cancellation is confirmed, you will need to wait until it has finished before you can create a new subscription.

In the example above, the subscription can only reactivated until August 13. After that date, a new subscription must be created.

Suspending and Reactivation

If you know you won't be training for a while (eg: going on a holiday), you can **suspend** your subscription and reactivate it when you get back.

This puts your subscription on hold until such time as you reactivate it. This means the remaining time on your current subscription will not be used up, and you will not be automatically charged at the end of the period. When you come back to training, you can reactivate your subscription and your subscription will automatically renew at the end of the new period.

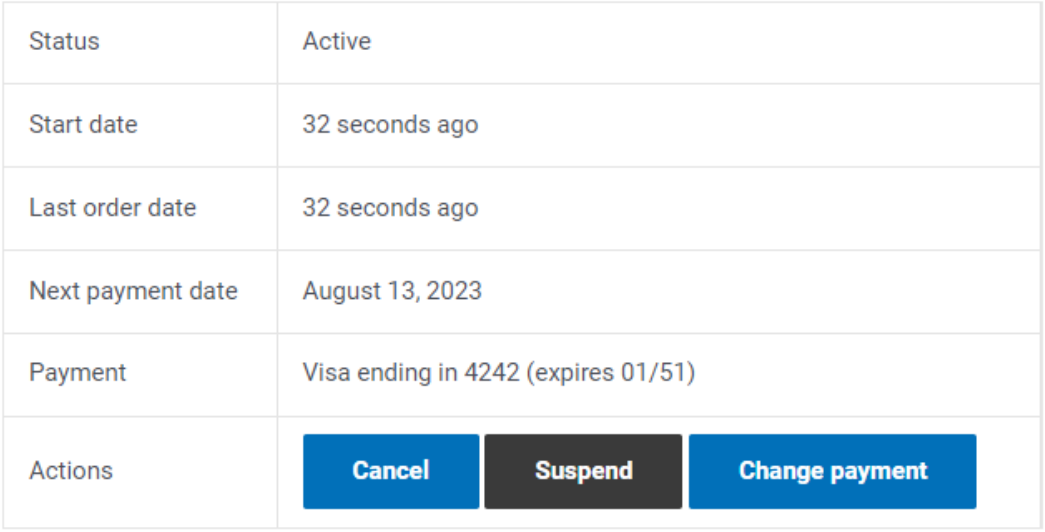
***Example**: I have a monthly subscription that renews on the 5th of the month. I'm going on holidays for a couple of*

weeks starting on the 10th, so on the last day that I'm training before I go, I suspend my subscription. When I get back on the 18th, before I go to training, I reactivate my subscription. My subscription will now automatically renew on the 18th instead of the 5th.

You can only suspend your subscription **once per period** (eg: weekly subscriptions can only be suspended once a week, 3 monthly subscriptions can only be suspended once in the whole 3 months). However, suspensions last until you reactivate them. If you have already suspended and reactivated your subscription in a single period, and need to suspend again, you will need to cancel that subscription and will forfeit the remaining period.

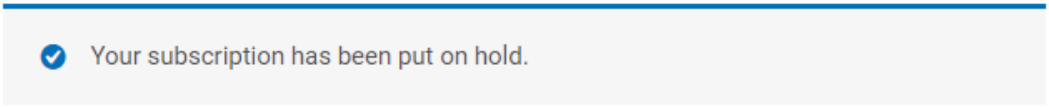
Suspending your subscription

1. Log into your account and click on **My Subscription**.
2. Click the **Suspend** button.

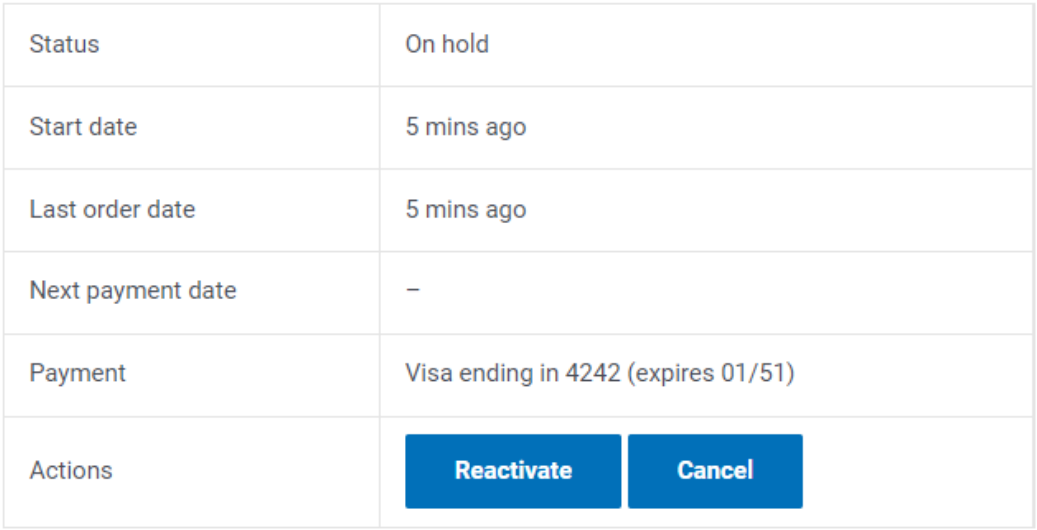


Suspensions and reactivations are effective immediately.

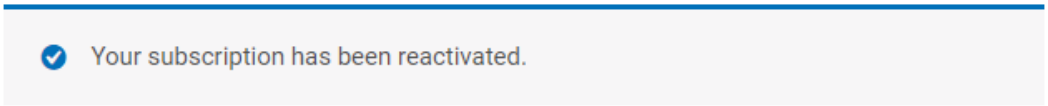
3. You will see a message confirming that your subscription has been suspended.



4. Log into your account and click on **My Subscription**.
5. Click the **Reactivate** button.



6. You will see a message confirming that your subscription has been reactivated.

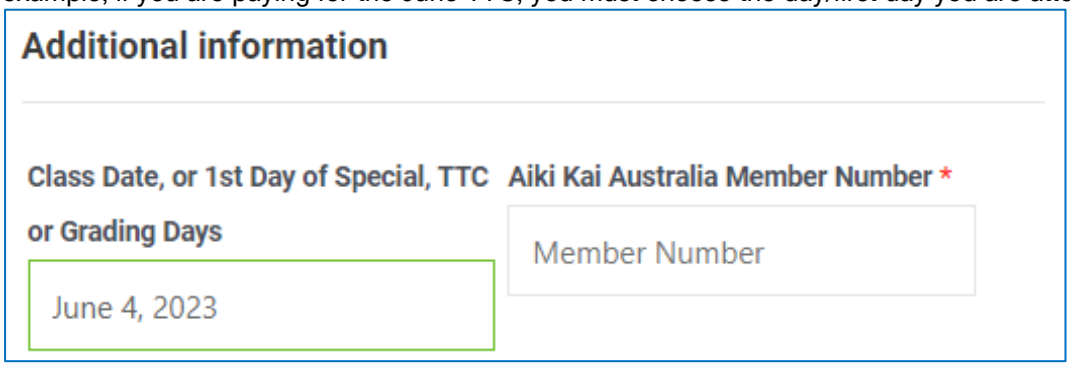


7. **As of June 2023:** You should get an email confirming that your subscription has been reactivated. Please forward the email to aikidovictoria@gmail.com. Please also include the date that you are resuming the subscription on.

Events and Daily Fees (On the Day Training, Special Events and TTCs)

The process for events and daily training fees are the same as setting up a subscription, except for the following points:

- You can purchase grading fees and TTC events in the same transaction.
- However, you can only purchase one daily training class per transaction.
- When you purchase any daily or event fees, you must enter the **date of the training** at checkout. For example, if you are paying for the June TTC, you must choose the day/first day you are attending:

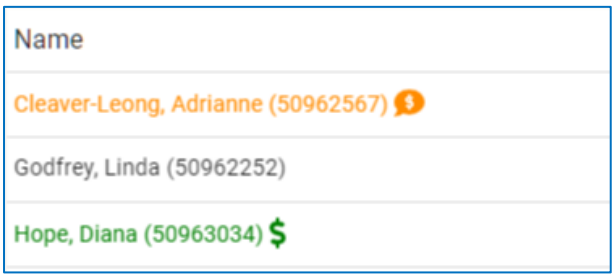


  Do not choose the date that you are making the payment.
- **Note:** Please make sure you choose the correct date of the training, as this is how instructors will be able to see who has paid in TRAKR. If this date doesn't match when you come to train, TRAKR not show you as having paid.
- There is **no verification** of training dates in the payments platform. If you have chosen the wrong date, you must contact aikidovictoria@gmail.com to have this fixed.
- **Refunds will not be given for incorrect date input**. If we are notified ahead of time, we may be able to correct your payment. If not (eg: we discover the wrong date was chosen after training), your payment may be applied to the next training event. Please refer to the **Returns and Refund Policy** and **FAQs** section of this guide.
- You can purchase training or events as far in advance as you like, but you will need to enter a date.

For Instructors: Checking when a payment has been made

You will see the following in TRAKR when you mark attendance:

- Full fee-paying students' names will show in green with a dollar sign icon.
- Concession rate paying students' names will show in orange with a speech bubble icon.
- Students who have not yet paid show in black text with no icon.



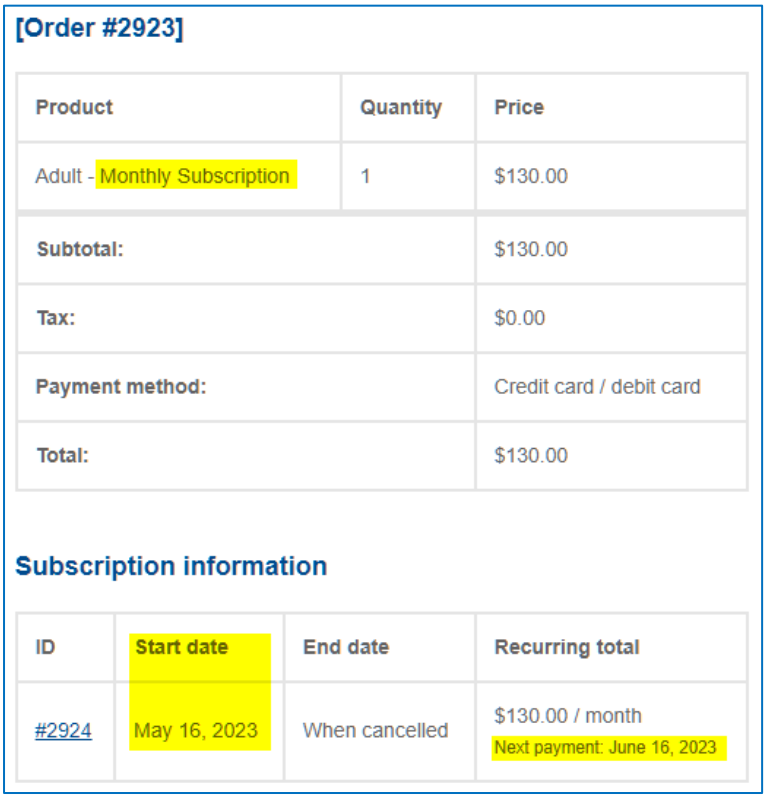
In this example, Adrianne and Diana can be marked off as having paid for training. Linda can be marked off after she has paid either in cash or online.

All subscriptions are effective immediately.

Students can pay for a daily class or event ***up to 15 minutes after the class starts***. If they have paid within this timeframe, their names will show up in TRAKR as described above.

Students who pay in cash after training can be marked off as usual. Please note the cash rate is slightly more expensive than the online rate.

Students can still pay online until midnight of the day that they trained. The easiest method is to ask them to pay online after class and to observe them doing it. You can also ask to see the email receipt.



[Order #2923]

Product	Quantity	Price
Adult - Monthly Subscription	1	$130.00
Subtotal:		$130.00
Tax:		$0.00
Payment method:		Credit card / debit card
Total:		$130.00

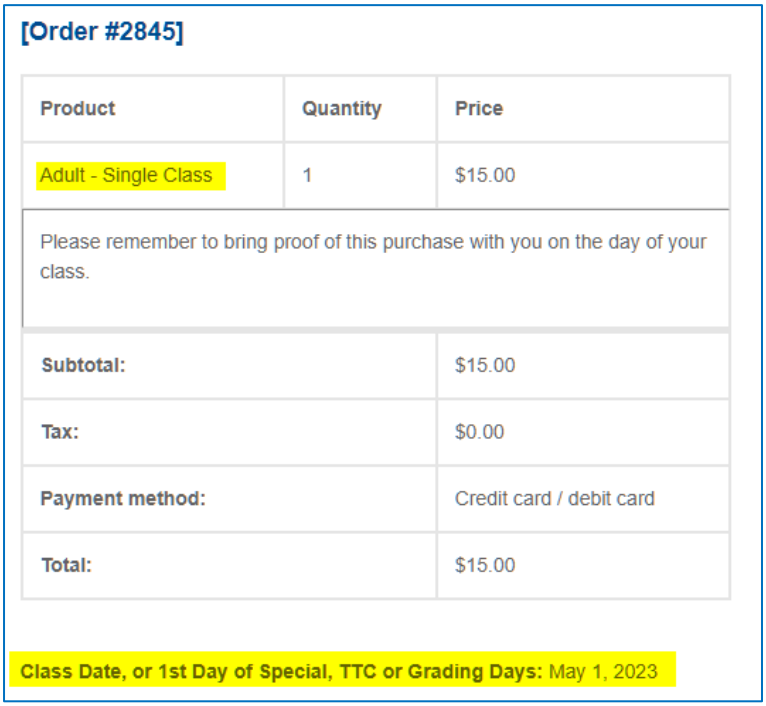
Subscription information

ID	Start date	End date	Recurring total
#2924	May 16, 2023	When cancelled	$130.00 / month Next payment: June 16, 2023

Example: Receipt for a monthly subscription. Check that the start date is valid and the next payment date is in the future.

If they have paid for a single class or event, make sure you check that they have paid for the correct date at the

bottom of the receipt.



[Order #2845]

Product	Quantity	Price
Adult - Single Class	1	$15.00
Please remember to bring proof of this purchase with you on the day of your class.		
Subtotal:		$15.00
Tax:		$0.00
Payment method:		Credit card / debit card
Total:		$15.00

Class Date, or 1st Day of Special, TTC or Grading Days: May 1, 2023

Example: Receipt for a single class (day rate). Make sure you check the highlighted field at the bottom of the receipt, as this shows the date they have paid for. This should be the date of the class.

Cancellation, Refund and Suspension Policy

You can view the entire policy on the Aikido Victoria website: Cancellation, Refund and Suspension Policy

In summary:

- Students are expected to **self-manage** their training subscriptions, and parents/guardians in the case of children.
- Instructors do not have any special access or privileges in the online payments platform. Any issues with payments must be submitted in writing to aikidovictoria@gmail.com.
- All requests for changes or refunds will be considered on a case-by-case basis. Due to the limitations of the payments platform and to reduce paying additional transaction fees, we will generally offer to apply payments to future training events rather than offer refunds.
- **As of October 2024:** Requests for refunds must be submitted through the online request form.

FAQs

Can I still pay cash?

Yes, however, cash payments will only be accepted for daily training or events. Fees for cash payments are published on our website and on events fliers. There are no plans to stop offering the option to pay cash.

Cash will not be accepted for recurring subscriptions.

Why does it cost more to pay cash?

Cash payments still need to be banked by your instructor and processed by our State Treasurer. This is a manual process done by volunteers. The higher rate ($1 or $2 difference) helps offset this additional processing.

Can I still pay by direct deposit to the Aikido Victoria bank account?

No. This results in even more headaches for our State Treasurer (who is also a volunteer). Once the payment platform is active across the state, we will no longer accept direct deposits.

What payment methods are available online?

Credit/debit card, Apple Pay and Google Pay.

I don't see Apple Pay or Google Pay as a payment option.

You need to have these payment methods set up on your browser or device first.

- Google Pay: What is Google Pay
- Apple Pay: How to use Apple Pay

Please note Aikido Victoria cannot assist with setting up or troubleshooting these payment methods.

I've already pre-paid for monthly/some other period of training at my local dojo. Will this be carried over?

We will honour existing payments, but once they expire, you will need to sign up for online payments or cash payments in the dojo. Arrangements will be made for you, however, to make things easier for our volunteers, please do not assume that they are aware of your specific case.

Email aikidovictoria@gmail.com with the details if you have questions.

Can I pay my instructor cash and ask them to set up a subscription for me?

No. Instructors do not have the ability to do anything in the payments platform than any other student does.

How will the instructor know that I've paid?

Instructors will see payment status details in TRAKR. Full fee payments are shown in green with a dollar sign icon, concession payments are shown in orange with a comment icon. The instructor may also request to see your email receipt.

I chose the wrong subscription / chose the wrong date / something has gone wrong.

Resolution will be worked out on a case-by-case basis. Please email aikidovictoria@gmail.com with the details. Note that individual instructors are unable to give refunds for online payments.

If you need to cancel an incorrect subscription, generally, we will deduct transaction fees and/or any class fees if you attended classes while on the incorrect subscription.

If the wrong date for an individual class or event was chosen, to avoid paying unnecessary transaction fees, the general approach will be to apply the payment made to future training to be marked off in TRAKR rather than give refunds. Please refer to our Cancellation, Refund and Suspension policy.

I forgot to pay for class before coming. Can I still pay online?

Online subscription payments will be processed for up to *15 minutes after the start of the class*. This means you could pay while on your way to training or even while waiting in line. TRAKR should reflect that you have paid for that class.

If your payment was not processed in time, please show the instructor your email receipt (showing the date that you paid for) after the class. The instructor will then manually mark you has paid.

You can also still pay in cash on the day.

Can I pay after training/on a later date?

Your attendance in TRAKR will be marked as *Unpaid* until payment is made for the training. Any unpaid classes will not

be counted in your training record for the purposes of grading. Excessive numbers of unpaid classes can be subject to follow up by the Area Rep team.

Subscriptions are effective immediately and cannot be used to cover past dates.

Online payments for daily classes or events can be made up to midnight of that day. For example, if you arrived later than 15 minutes after the start of the class, the instructor will ask you to pay online after the class has finished. They will observe you making the payment and will then mark you as paid in TRAKR.

You can also still pay in cash after training.

In exceptional cases, instructors can manually mark you as paid for up to a week after the class. If it has been longer than one week since the class, they cannot make any further changes to TRAKR. In this case, please email aikidovictoria@gmail.com with the details (when you paid and what day you paid for).

I was not able to train at the last minute / had to stop training on the day. What happens to my payment?

Send us a message using the online request form. Resolution will be worked out on a case-by-case basis.

Injuries or near misses must have an incident report filled out. If you have a copy of the incident report, please attach a copy to your email.

I train at a University dojo. What changes for me?

If you train at both University and non-University dojos, paying online for an all-inclusive subscription with Aikido Victoria means you have also paid for your training at the University dojo.

If you only train at a University dojo, please continue to use their payment system.

I'd like to train at a different dojo. Do I need to change my subscription?

Within Victoria – nope. One of the top reasons for standardising training fees across the state was to enable students to train when and wherever they choose to. Enjoy!

If you plan to train outside of Victoria, please check with that specific dojo first. The online platform currently only applies to Victorian dojos (except University ones).