



Terms and Conditions of Membership

Updated January 2019



Terms and conditions of membership

Our Commitment to You

At Energetic Gymnastics we are committed to providing a safe and welcoming club for our members and staff. We want to make a positive difference by staying focused on our club values, providing high quality gymnastics instruction and great customer service.

As an affiliate of Gymnastics Victoria and Gymnastics Australia the club is governed by national and state bylaws, regulations and regulations.

Energetic Gymnastics will always strive to meet or exceed industry standards in the interest of providing high quality services to members. Club policies and guidelines are provided to all members and staff. They are implemented for the benefit of all. Club policies and guidelines may be amended at the discretion of management at any time. Amendments will only be made after careful consideration and will be communicated to all members.

Energetic Gymnastics is committed to ethical business practices and will make every effort to ensure the safety and satisfaction of members and staff.

Your Commitment to Energetic Gymnastics

By enrolling with Energetic Gymnastics all members and their guardians (for children under 18) agree to abide by the terms and conditions of membership and to openly support the club values of:

We put safety and wellbeing first

We create a nurturing environment

We want children to be safe, happy and empowered

We are respectful and inclusive

We are a team

We are helpful and work together

We are committed and finish what we start

We fail and succeed together

We continually grow and learn

We believe everyone can develop their skills and mind

We are responsible for our behaviours

We are willing to try

We are Energetic

We want to be here and we believe in what we are doing

We know that our emotions are contagious

We are proud of ourselves, our club and our community



Communication and feedback

At Energetic Gymnastics we utilise a range of communication methods. It is important to us that our members have positive and open communications with our staff. We see this as a shared responsibility for everyone involved.

How to contact Energetic Gymnastics

Phone: **5174 0131**
Email: info@energeticgym.com.au
Website: www.energeticgym.com.au
Facebook: [Facebook.com/energeticgym](https://www.facebook.com/energeticgym)

Please do not contact Energetic Gymnastics staff through their personal channels such as their private email address, mobile phone or social media.

Make sure we have your up to date contact details

It is important that Energetic Gymnastics can successfully contact you in the event of an emergency or to share important information with you. Please ensure that all of your contact and emergency contact details are correct and up to date via our online Parent Portal.

Speaking with coaches

Parent and coach conversations before and after classes should be polite and brief. Our coaches have limited availability before and after classes, however we do encourage parents to say hello and communicate any brief and important messages at this time.

Please do not interrupt coaches during class time as this can compromise the safety of participants.

Our coaches can provide feedback about your child's progress at a suitable time that works for everyone involved. Sometimes it is best to arrange a phone call or meeting at an agreed time. This will enable our staff to give you their full attention, be better prepared to answer questions and to take the time to discuss club information and coach feedback with you.

Check your emails regularly

Most of the information shared by Energetic Gymnastics is communicated electronically. Parents are asked to actively monitor their email account throughout the year, particularly before and during the competition season or in the lead up to club events.

Let the gymnasts take responsibility

On occasion the coaching team will communicate directly with gymnasts with the expectation that they take on the responsibility of receiving and acting on coach instructions. This is considered to be part of becoming a good athlete and leader and we ask that parents trust and support the gymnasts and coaches in these instances.



Seek information directly

It is always best to seek information and raise questions directly with the club. Please do not rely on others to fill you in on information you may have missed or to provide feedback on your behalf.

Providing feedback or raising a concern

At Energetic Gymnastics feedback from members is welcomed and encouraged. We rely on feedback to make improvements to our club. If you would like to provide feedback or raise a concern please consider the following;

- Provide feedback and make enquiries through the official club channels only
- Be polite and try to understand perspectives other than your own
- Pay attention to the facts and recognise your own emotions
- Allow others the opportunity to provide their perspective before acting
- Always consider the impact of how your behaviours, including tone of voice, and body language have on others
- Be understanding if mistakes have occurred and recognise when efforts have been made to resolve an issue or make improvements
- In most instances it is not necessary or helpful to discuss your concerns with other members or to impose your views on others

When responding to feedback and considering concerns that have been raised the club will always consider;

- The facts
- The perspectives of everyone involved
- Club values, policies and guidelines
- Child safety and wellbeing
- Staff safety and wellbeing
- Gymnastics Victoria policies and guidelines
- Gymnastics Australia policies and guidelines

In most instances and where appropriate Energetic Gymnastics will seek to resolve issues directly between those involved. This may or may not require club management to get involved. Matters that are sensitive in nature will be treated in confidence.

Positive feedback

At Energetic Gymnastics we understand the power of positive feedback. Our coaches are encouraged to be generous in giving praise to children. If you have positive feedback for our staff or about our club, we'd love to hear it. It does make a difference.



Parent behaviour

At Energetic Gymnastics we want to create an environment that is safe, happy and welcoming for children, our staff and local families. Our club values, policies and guidelines are in place to help us achieve this. We are also guided by the Gymnastics Australia and Gymnastics Victoria codes of conduct and policies. Many of these policies also apply to parents, guardians and spectators involved with gymnastics.

It is an expectation that all parents and guardians involved with Energetic Gymnastics abide by club policies and guidelines and behave in a way that is suitable for a children's sporting club.

Energetic Gymnastics has a zero tolerance approach to parents or guardians that behave in a way that is unkind or harmful towards children, employees or other members. In these instances Energetic Gymnastics will apply the following;

- Step 1: Yellow card; parent or guardian is given a warning requesting that they change their behaviours immediately.

WARNING

- Step 2: Red card; parent or guardian is asked to leave the club, resulting in their children no longer being permitted to participate in Energetic Gymnastics classes.

GOODBYE



Payment Policy

All transactions with Energetic Gymnastics are processed in Australian dollars.

Energetic Gymnastics products and services are subject to GST.

ABN: 23 161 675 949 ACN: 161 675 949

Payment first

All Energetic Gymnastics products and services must be paid for up front, without exception. Members are not permitted to participate in gymnastics classes or club activities unless payment has been made. Competition entries will only be submitted after payment has been received. Uniform and merchandise will only be distributed after payment has been received.

Primary account holder

All enrolments and event registrations at Energetic Gymnastics require a primary guardian or account holder to be responsible for ensuring that payment is made in full and on time. Energetic Gymnastics will send all invoices and fee related communications to the primary account holder only. Split accounts and duplicate invoices are not available.

Fortnightly fees

Energetic Gymnastics runs on a fortnightly direct debit payment system. Using a secure payment gateway, we automatically debit your nominated card each fortnight for the fortnight in advance. If classes aren't running due to public holidays or training breaks your fees will be reduced for that fortnight. Fortnightly fees are listed online and vary depending on the class.

Annual membership fees

An annual membership fee is charged every twelve months. Annual membership fees are listed online and vary depending on the class type. Annual membership fees are charged and processed with the first fortnightly fees payment for all new members. All members of Energetic Gymnastics are automatically registered with Gymnastics Australia. Members that transfer from another club, that are already registered with Gymnastics Australia for the current year may not be required to pay the full annual membership fee.

New enrolments

New enrolments can be made at any time throughout the year. Prior to a new enrolment being confirmed an account must be set up via our online parent portal. A valid credit or debit card is required to set up an account with Energetic Gymnastics.

Free trials

New members can try one class for free before signing up. Existing members that want to try a different class can do this instead of their usual class. All free trials must be booked in advance and are subject to room in the class.



Ongoing enrolment

Once an enrolment has been made with Energetic Gymnastics it is ongoing until the primary guardian on the account requests a cancellation.

Class transfers

Primary guardians can at any time request a place in any other class. This may involve an adjustment in fortnightly fees which will be communicated at the time the enrolment transfer has been confirmed.

Cancelled enrolments

The primary guardian on an account can cancel their child's enrolment at any time throughout the year. 14 days* written notice is required and the child can still attend their classes during this time.

*Cancellation of a Squad Gym or Cheer Squad enrolment requires 30 days written notice.

Family discounts

Families (with the same primary guardian) are offered a discount on fortnightly fees for siblings enrolled at the same time. This discount is for fortnightly fees only and is applied to all enrolments after the first. The discount is always applied to the lesser amounts. Family discounts are not applied in conjunction with any other discounts or offers. Family discounts are applied as follows;

No. of children enrolled	% discount on fortnightly fees
One	0%
Two	5% discount for one child
Three	10% discount for child and 5% discount for one child

Second class discount

If the same child is enrolled in more than one class at a time 50% discount is offered on the fortnightly fees for one of the classes. This discount is for fortnightly fees only and is applied to all enrolments after the first. The discount is always applied to the lesser amounts. Second class discounts are not applied in conjunction with any other discounts or offers. For example; if a gymnast is enrolled in a Squad Gym class for 9 hours per week and also a Cheer Squad class for 6 hours per week they will receive a 50% discount on the Cheer Squad fortnightly fees.

Public holidays

Energetic Gymnastics does not schedule or charge for classes on public holidays.

Training breaks

Energetic Gymnastics schedules training breaks throughout the year; Easter break, Winter break and Spring break and these usually coincide with the public school holidays. An extended training break is scheduled over the Summer holidays. Energetic Gymnastics does not schedule or charge for classes during training breaks.



Missed classes

Make-up classes or refunds are not offered as a result of missed classes or non-attendance. Fees will not be adjusted for individual members on a per week basis, or for missed training sessions. However credit for future classes may be offered for prolonged absences (more than three weeks) resulting from extenuating circumstances.

Squad Gym members that have an injury are expected to continue with modified training (with clearance and guidance from a General Practitioner, Physiotherapist or Specialist Sport and Exercise Physician). Modified training may involve reduced training hours and as such a reduction in fortnightly fees which may be applied.

Applications for credit will be considered at the sole discretion of management.

Other costs

Event registration, uniform, competitions, levels testing, additional training camps or clinics and other related expenses may not be included with fortnightly fees or annual membership fees and will be charged separately. These costs will be communicated in advance and must be paid on time. Competition entry fees that are not paid on time, may result in non-registration or additional late levies from the competition organisers. In some instances a uniform deposit may be required prior to an order being placed.

Cancelled classes

If Energetic Gymnastics needs to cancel a class due to unforeseen circumstances, an alternate class or activity will be offered to all affected members. Or, if there is sufficient notice the fortnightly fees will be adjusted accordingly.

Dishonoured payments

Primary guardians or account holders are responsible for ensuring full and on time payment of fees. If a credit card or direct debit payment is unsuccessful or dishonoured Energetic Gymnastics will try to process it again within two working days. If the payment is dishonoured again the primary guardian will be asked to make immediate payment via alternate methods. If a dishonoured payment occurs for two consecutive fortnights Energetic Gymnastics reserves the right to cancel the enrolment and offer the place in the class to another member.

Quarterly payment option

A quarterly payment option is available for those that would prefer to pay for more than a fortnight in advance. Members that request a quarterly payment option agree that;

- Requests must be made in writing from the primary guardian on the account;
- Requests are subject to approval from Energetic Gymnastics;
- A valid credit or direct debit card must be provided for security purposes;
- Primary guardians must make full payment of the quarterly fee by the due date;
- If full payment is not received on time the quarterly payment option will be cancelled;
- If full payment is not received on time Energetic Gymnastics will default to fortnightly fees via the above credit or debit card; and,
- Refunds due to cancelled enrolments are not offered for members that request a quarterly payment option.



Online payments and direct debits (billing authorisation)

Energetic Gymnastics uses online software provided by a third party. Members that utilise online and direct debit payment options agree that;

- Credit card or bank account information provided is true and correct;
- Charges incurred will be honoured by a credit card company or financial institution;
- Charges incurred are displayed online or via invoice in Australian dollars and may include taxes, fees and penalties;
- Energetic Gymnastics is authorised to charge a credit card or nominated bank account, and
- Should a dispute arise through a financial institution, this may constitute a breach of contract possibly resulting in, but not limited to, penalties, additional fees, collection, legal action, and/or termination of any and/or all current and future services.

Fortnightly direct debit

Energetic Gymnastics offers members the option of paying fees via fortnightly direct debit payments. All members that utilise this payment option agree that;

- Direct debit contracts are ongoing and will expire when 14 days* written notice is provided by the primary guardian on the account (*Squad Gym and Cheer Squad members are required to give 30 days written notice);
- Direct debit fees are provided at a set rate regardless of the number of classes attended;
- Annual membership fees and other incidental expenses such as competition fees, uniforms or one-off club activities are not included within the set rate and these expenses are charged separately;
- Direct debit transactions are processed on the first working day of each fortnight;
- Primary guardians (account holders) are responsible for ensuring that sufficient funds are available;
- Outstanding funds must be paid immediately by other means. If this has not occurred Energetic Gymnastics will retrieve monies owed on the next scheduled transaction date;
- Two consecutive dishonoured payments may result in an enrolment cancellation, and
- Energetic Gymnastics does not allow suspension of payments.



Agreement and consent

When a parent or guardian creates an online account with Energetic Gymnastics the system automatically prompts them to read and agree to this payment policy.

Parents or guardians may also create an account with Energetic Gymnastics in person at the gymnasium or over the telephone. When this occurs either a paper copy or electronic copy of the policy will be provided.

Membership with Energetic Gymnastics requires a primary guardian (account holder) to agree to this policy and consent to the payment terms outlined within it. A record of this agreement is held by Energetic Gymnastics.

Energetic Gymnastics welcomes questions about this policy and its implementation and is available to assist others to understand its content and intent.



Child safe and child friendly guidelines

These guidelines are based on the Gymnastics Victoria *Child Safe and Child Friendly Policy*, which Energetic Gymnastics is committed to.

Energetic Gymnastics is committed to protecting members' privacy, promotion of positive behaviours and attitudes and protecting the health, safety and wellbeing of members, particularly children.

Energetic Gymnastics has a zero tolerance to child abuse and is committed to protecting children from abuse and neglect to the greatest extent possible. All children have equal rights to protection from child abuse regardless of their sex, religion, disability or sexual orientation.

Energetic Gymnastics is committed to the cultural safety of Aboriginal children, and those from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children living with a disability.

Energetic Gymnastics considers that the health, safety and wellbeing of children takes priority over all other competing considerations. Energetic Gymnastics considers that this is necessary to ensure the health, safety and welfare of all members and to protect the image and reputation of the club and the sport of gymnastics.

Child protection is a shared responsibility between Energetic Gymnastics, its employees, contractors, volunteers, parents, guardians, spectators, volunteers and members of the local community.

Everyone that participates in Energetic Gymnastics activities is responsible for the care and protection of children, and reporting information about child abuse.

Energetic Gymnastics supports the active participation of all children. We listen to their views, respect what they say and involve them when making decisions, where appropriate, especially about matters that will directly affect them (including their safety).



Energetic Gymnastics intends to provide a safe and happy environment for children at all times. The following guidelines are used to ensure the safety of all children involved;

- All coaches are governed by the Gymnastics Australia Coaches' Code of Ethics.
- All adult (over 18) Energetic Gymnastics employees must have a current *Working With Children Check*. They must also complete the *Gymnastics Victoria Child Protection Online Course*.
- All Energetic Gymnastics coaches will treat children with respect and actively role model courtesy and tolerance.
- Energetic Gymnastics ensures an appropriate coach: gymnast ratio for all classes.
- Energetic Gymnastics will ensure that there is a minimum of two employees in attendance at all times.
- Energetic Gymnastics will ensure there is a qualified first aid officer in attendance at all times.
- All Energetic Gymnastics members are automatically registered with and insured by Gymnastics Australia.
- Energetic Gymnastics employees over the age of 18 are not permitted to connect with any children involved with the club via social media or other digital channels.
- Children must go to the bathrooms or change-rooms in pairs or as a whole group.
- Children will be asked to have drink or meal breaks in pairs or as a whole group and will remain under the supervision of a coach.
- All physical contact with children will be appropriate and necessary for the teaching of a gymnastics skill.
- Children enrolled with Energetic Gymnastics are not permitted to go outside the gym during class times, unless under the direct instruction of a qualified coach.
- Recognition of a child's achievements will be shown in an appropriate manner, for example, high fives, pats on the back or handshakes.
- All Energetic Gymnastics staff will be in uniform so that they can be easily identified.
- All Energetic Gymnastics members are required to wear appropriate attire for gymnastics that is both safe and inoffensive.
- Parents or guardians are responsible for escorting their children under the age of 12 directly to and from the reception Energetic Gymnastics. Dropping children under the age of 12 years off on the side of the road or in the car park is strictly prohibited.



Children under the age of 12 will not be permitted to leave Energetic Gymnastics facilities unless they are directly escorted by a parent or guardian.

- Children between the ages of 12 and 18 are permitted to go between the gym and their parent or guardian's vehicle for drop off and pick up purposes provided that they have permission and guidance from their parents. Parents and guardians are encouraged to take caution and monitor the safety of their children during drop off and collection times.
- All children must remain in the reception area if they are waiting for their parents. If this wait is extended (due to extenuating circumstances) children will remain under the supervision of a coach. They are not permitted to leave the gym.
- Energetic Gymnastics discourages lift sharing with staff members. This may be permitted as a last resort and only after express permission has been granted in writing (email) from the parent to the Energetic Gymnastics prior to the lift sharing occasion.



Safety rules

Gymnasts, coaches and parents are asked to respect one another and be courteous and tolerant at all times.

Gymnastics equipment is only to be used by members (gymnasts) who are under the direct supervision of a coach.

Gymnasts are only permitted to perform skills set and supervised by their coach.

Parents and siblings are kindly asked to remain in the reception area at all times.

Before and after class, gymnasts are kindly asked to remain in the reception area.

Gymnasts are to come to training appropriately dressed (i.e. girls in leotards, boys in shorts and fitted t-shirts).

Gymnasts are kindly asked to have their hair looking neat (long hair should be tightly tied back).

No jewellery please, it can be dangerous to yourself and others.

Energetic Gymnastics is a smoke-free and junk-food free environment (both inside and out).

Please enjoy your time with Energetic Gymnastics and help others enjoy theirs.



Behaviour management plan

Energetic Gymnastics is committed to nurturing the positive development of all children and will make every effort to support parents in their endeavour to guide a child as they learn. Energetic Gymnastics staff will always work with children and parents to encourage good behaviour. It is recognised that there will be a need to manage the behaviour of children at the club on occasion. The Energetic Gymnastics Behaviour Management Plan will be implemented when a child exhibits inappropriate behaviour as per the steps below:

- Step 1: Child is given an initial verbal warning.
- Step 2: Child is given a second verbal warning.
- Step 3: Child is removed from class and asked to sit next to the coach for as many minutes as their age. For example, a 5 year old child will sit out for 5 minutes and then rejoin the class.
- Step 4: Parents are contacted and asked to come and collect their child.
- Step 5: Energetic Gymnastics may follow up with the parents if they are called to collect their child. This may result in a warning, a suspension from classes or if the behaviour is extremely severe the child may be asked to leave the club.