



TERMS AND CONDITIONS OF MEMBERSHIP

Updated January 2021



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 enjoyable gymnastics experiences 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
Instagram:	@energeticgym

Please do not contact Energetic Gymnastics staff through their personal channels such as their private email address, mobile phone or on 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 at the beginning and end of a term, before and during the competition season and 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

Pleasingly, the majority of local families and club members are supportive of the Energetic Gymnastics values and work together with the club to create a positive and supportive environment for children. The steps outlined above are designed to protect the club, staff and members in the rare circumstance that poor parent behaviour occurs.



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.

How to Pay

The preferred method of payment is via direct transfer to the club bank account. Please use your child's first name and surname as the reference.

Energetic Gymnastics BSB **193-879** ACC **493 183 297**

EFTPOS facilities are also available at the gym.

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.

Term fees

Energetic Gymnastics fees are charged on a per term basis. Prices are available on the website and are generally quoted based on a ten-week term however the actual cost is adjusted to match the actual number of weeks in the term. All fees must be paid in full prior to the beginning of each term. Part payments are not an option. Gymnasts that join part way through a term will be charged pro-rata. There will be no classes on public holidays and fees will be adjusted automatically.

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.

Trial classes

New members can try a class for a small fee before signing up. Existing members that want to try a different class can do this instead of their usual class. All 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 fees which will be communicated at the time the enrolment transfer has been confirmed.

Cancelled enrolments

Enrolments are confirmed and paid for on a per term basis. The primary guardian on an account can cancel their child's enrolment between terms via email notification to the club. Refunds are not offered as a result of missed classes or non-attendance.

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

Refunds are not offered as a result of missed classes or non-attendance. Make up classes are an option and must be booked in advance. These are subject to room in the class.

Credit for future classes may be offered for prolonged absences (more than three weeks) resulting from extenuating circumstances. Applications for credit will be considered at the sole discretion of management.

Competitive team members that have an injury are encouraged to continue with modified training (with clearance and guidance from a General Practitioner, Physiotherapist or Specialist Sport and Exercise Physician).



Other costs

Event registration, uniform, competitions, levels testing, additional training camps or clinics and other related expenses may not be included with terms 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 circumstances allow fees or account credits will be adjusted accordingly.

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.



Privacy Policy

Energetic Gymnastics is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone numbers. This Personal Information is obtained in many ways including correspondence, by telephone, social media messages, by email, via our website, from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our peak bodies and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.



Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.