

Glitz Gymnastics Academy is referred to as '**Glitz**'

Class participants are referred to as '**gymnast/s**' &/or '**children**' &/or '**child**'

Parents &/or guardians &/or persons responsible for the Gymnast are referred to as '**parent/s**'

1. Term Fees

- 1.1 Fees are direct debited fortnightly from your bank account or credit card using Payrix system
- 1.2 Term dates are based on the Victorian School terms calendar, with some exceptions at the beginning of Term 1 & end of Term 4.
- 1.3 Classes will not be held on public holidays. Saturday classes will run when there is a long weekend (e.g. Labour Day weekend – classes WILL run on Saturday, but NOT on Monday) unless advised otherwise.
- 1.4 Classes will not be held on the Monday prior to Melbourne Cup Day. Gymnasts whose classes are normally on these days cannot do make up classes as they will not be charged for the missed classes.
- 1.5 Term fees charged by Glitz cover the cost of coaching, lesson planning, coach education, equipment, rent, rates, etc. Fee schedules are available to view in the customer portal.
- 1.6 At the sole discretion of Glitz, term fees may be increased from time-to-time.
- 1.7 Glitz will advise of any changes prior to the commencement of term.

2. Registration & Insurance

- 2.1 Each gymnast will be charged an annual registration/insurance fee (**Insurance Fee**).
- 2.2 The Insurance Fee is compulsory & It is valid until 31st December of the year it was paid in.
- 2.3 The Recreation Insurance Fee registers gymnasts with Recreational Gymnastics Australia & provides insurance for any injuries that may occur within their gymnastics classes at Glitz.
- 2.4 The Competitive Insurance Fee registers gymnasts with Gymnastics Australia & Gymnastics Victoria & provides insurance for any injuries that may occur within their gymnastics classes at Glitz.
- 2.5 Glitz makes no representations as to what is & is not covered by the insurance &/or Insurance Fee. We recommend that you contact Gymnastics Australia, Gymnastics Victoria or Recreational Gymnastics Australia for more information.

3. Payment & Default

- 3.1 Payment is through our direct debit system but can also be made by Cash, Direct Deposit or EFTPOS.
- 3.2 EFTPOS transactions do not incur any additional fees when processed at Lilydale.
- 3.3 Your bank details can be stored in the customer portal and can be updated under view transaction history
- 3.4 Our bank details are listed on invoices
- 3.5 Glitz may send reminder invoices, but it is the responsibility of the parents to ensure that fees are paid.
- 3.6 Accounts that become more than 28 days overdue may, at the discretion of Glitz Management, be forwarded to a debt collection agency &/or solicitor. Parents agree to pay Glitz for all costs incurred by them (including costs for which Glitz may be contingently liable) in any attempt to collect any monies owed by the parent to Glitz under this agreement including debt collection agent costs, repossession costs, location search costs, process server costs & solicitor costs on a solicitor/client basis.

4. Attendance, Make Up Classes & Illness/Injury

- 4.1 A once-off paid trial class is offered & only applies to the first class.
- 4.2 Make up classes are only available if there are spots in another class, & only if organized & approved in advance of the gymnast arriving at another class.
- 4.3 Make up tokens expire in 60 days from activation.
- 4.4 Make up classes are not refundable & cannot be used for any other event at Glitz eg. School Holiday Program.
- 4.5 If there are no classes available for make up classes, the token will be forfeited.
- 4.6 A credit in fees may be offered by Glitz only if a gymnast is unable to attend due to illness/injury & upon provision of a medical certificate. Medical certificates must be supplied by an independent practitioner of no relation to the gymnast.
- 4.7 Credit for illness/injury will only apply to a maximum of 3 weeks per term.

- 4.8 If a gymnast is severely ill/injured, & unable to complete the term, they may cancel their position at the gym without any cancellation fees being charged, if a medical certificate is provided.
- 4.9 A gymnast that wishes to hold their place in their class while ill/injured beyond 3 weeks per term, 50% of the term fees for those weeks must be paid (**Holding Fee**).
- 4.10 Travel - a 50% holding fee will be charged for any absences due to travel if we are notified at the start of the term.
- 4.11 If a Holding Fee is not paid, Glitz cannot guarantee that the gymnast will have a place in the class.

5. Drop Off/Pick Up

- 5.1 All classes have set start & finish times. All gymnasts are required to arrive on time so that they don't miss out on the warmup activities which are important in the prevention of injuries.
- 5.2 For safety reasons, gymnasts who arrive more than 10 minutes after the start time of their class may not be allowed to participate or will have to complete a separate warm up.
- 5.3 All gymnasts under the age of 14 must be picked up from inside the foyer of Glitz. Parents of gymnasts 14 years old & over are not required to enter the gym to pick up the gymnast, but these gymnasts must wait inside the gym until they can see their parents.
- 5.4 Gymnasts are required to be picked up within 5 minutes of their class concluding.
- 5.5 Glitz understands that there are occasionally delays due to traffic, etc. but any gymnasts that are picked up later than 5 minutes after their finish time more than once in each term, or more than 20 minutes after their finish time, Glitz in its discretion may charge the following fees:
 - 5.5.1 \$10.00 per 15 minutes (or part thereof) after finish time while other classes are still running.
 - 5.5.2 \$20.00 per 15 minutes (or part thereof) beyond the finish time of the final class of the day.
- 5.6 These charges do not apply to gymnasts who are waiting for siblings in other classes to finish provided that they are waiting with a parent present.

6. Cancellation Policy

- 6.1 Glitz requires a minimum of 2 weeks cancellation notice.
- 6.2 Notice of cancellation must be provided to Glitz in writing or submitted through the customer portal.
- 6.3 If cancellation is to be effective immediately, fees must still be paid for the next 2 weeks.
- 6.4 If written notice is not given, the full term's fees will still be payable.

7. Photos Policy

- 7.1 Glitz is a member of Gymnastics Victoria & is committed to protecting the interests & safety of all gymnasts. For privacy reasons, Glitz requests that parents refrain from taking photographs of their children whilst in class with other gymnasts.
- 7.2 Parents may take posed photographs of their own children only with permission from Glitz staff.
- 7.3 Glitz may video classes for educational purposes for reviewing & training gymnasts/coaches.
- 7.4 Photos may also be taken by Glitz for promotion & advertising. If parents do not wish for this to take place whilst their child is in class, please advise at the beginning of enrolment in the customer portal.

8. Heat Policy

- 8.1 If the daily temperature is 38°C or higher, the temperature in the gym will be assessed and decided by management if classes will be cancelled.
- 8.2 Temperatures are taken from the Bureau of Meteorology website (www.bom.gov.au)
- 8.3 Notice of cancelled classes will be sent by email & put on our Facebook & Instagram page.
- 8.4 If a make-up class is not possible, the fees from the missed class will be credited to your account.
- 8.5 Competitive gymnasts will have the fees from the missed class credited to your account.
- 8.6 Cancelled classes will only be refunded as a credit to the following term. If an athlete does not return the following term, the credit will be forfeited.
- 8.7 If the gymnast does not return the following term & parents do not provide appropriate cancellation notice as required under *Cancellation Policy*, all credit will be forfeited.

9. Drink Policy

- 9.1 All gymnasts must bring their own drink bottle to class. Fluid intake before, during & after exercise is essential for all athletes.
- 9.2 We allow drink breaks, for water consumption only, every 15-20 minutes or more frequently depending on the temperature.
- 9.3 Glitz will provide access to fresh water from the kitchen to refill the gymnasts drink bottle upon request at the commencement of every class.
- 9.4 We also recommend two glasses of water prior to & continued consumption after class for optimum fluid replacement.

10. Food Policy

- 10.1 Glitz prohibits the consumption of food during any class & in the gym, unless the class is over 3 hours in length. Break time & food can be stored upstairs.
- 10.2 A 5-10 minute break is provided for those classes longer than 3 hours at the coaches' discretion.
- 10.3 We recommend that a snack of carbohydrate rich foods be consumed up to one hour prior to class.
- 10.4 Gymnastics is not generally an endurance sport & therefore the consumption of food during class is not recommended.
- 10.5 Suggested Snack Foods: Fruits, vegetables, savory biscuits, bread
- 10.6 Recommended Drinks: Water, Isotonic drinks (e.g. Powerade & Gatorade)

11. Sports Safety Policy

- 11.1 Glitz will encourage all gymnasts to adopt practices that seek to prevent injury by:
 - 11.1.1 Encouraging warm up, stretching & cool-down as an important component of playing & training.
 - 11.1.2 Provide safe playing surfaces, first aid equipment & accredited First Aiders/Sports Trainers at all training sessions & competitions.
 - 11.1.3 Ensuring adequate public liability & player insurance for all gymnasts.
 - 11.1.4 Encouraging all gymnasts with a prior or current injury to seek professional advice from a sports medicine professional & be fully rehabilitated before returning to classes.
- 11.2 Glitz is a smoke free environment & smoking or vaping is not permitted within 5m of the building.
- 11.3 Glitz discourages the use of medications in respect of injury/recovery that would enable a participant to train where they would not otherwise have been able.

12. Uniform Requirements

Recreational Gymnasts

- 12.1 Gymnasts participating in Recreational programs including FreeG, Tumbling & Kinder gym are required to wear appropriate attire for safety.
- 12.2 The following is required by Glitz for safety reasons:
 - 12.2.1 Comfortable clothing i.e.: close fitting T-Shirt & shorts, bike shorts, leggings & crop top or leotard
 - 12.2.2 Hair tied back neatly
 - 12.2.3 No socks
 - 12.2.4 No jewelry
 - 12.2.5 No belts/buckles/zips or other solid items that may injure gymnasts or coaches or damage equipment
- 12.3 In the event that the gymnast attends class & is deemed not to conform with the appropriate attire as listed above, the gymnast may be asked to sit out for the duration of that entire class, if the inappropriate attire cannot be or is not removed at the request of the coach.
- 12.4 No credits, refunds or make up classes are offered for a gymnast being required to sit out for a breach of the above uniform requirements.

Competitive Gymnasts

- 12.5 For training, the following is required:
 - 12.5.1 Leotard or crop top & shorts or leggings
 - 12.5.2 T shirts are permitted but must have a crop top/leotard underneath
- 12.6 During competition, the following is required:
 - 12.6.1 Club leotard
 - 12.6.2 Club tracksuit
 - 12.6.3 Hair tied back as per coaches request
 - 12.6.4 No jewelry to be worn
 - 12.6.5 Club bag & scrunchie

13. Small Classes

- 13.1 From time to time, when class numbers are low, Glitz may combine classes.

14. Discipline Policy

- 14.1 In order to create a safe & fair learning environment for all who participate in our gymnastics classes, a level of order & consistency must be provided & maintained. The following discipline policy is in place to protect those wishing to participate in gymnastics free from harassment & risk of injury.
- 14.2 All coaches have a duty to prevent foreseeable injury to all who participate.
- 14.3 All gymnasts have a duty to prevent injury to themselves & others.
- 14.4 Implementation of the following actions will take place if a participant is placing themselves or others at harm:
 - 14.4.1 **Strike one** - Gymnast must sit next to the coach (or in a reasonable designated area) for no less than 5 minute & no more than 10 minutes
 - 14.4.2 **Strike Two** – Gymnast must sit outside the class (either in the office with a staff member or in the foyer with their parent) for no less than 5 minutes & no more than 10 minutes.
 - 14.4.3 **Strike Three** – Gymnast must leave the class for the entirety, get dressed & watch the class from the parent viewing area (under direct supervision of an adult). Parents will be contacted to pick up their gymnast early & to discuss the behavior of their gymnast.
 - 14.4.4 Report to be provided to the Head Coach & Club Administrator regarding participants' behavior.

THESE POLICIES ARE VALID AS OF 1st JANUARY 2025 & ARE SUBJECT TO CHANGE.