



IMPORTANT INFORMATION

Arrive on Time

For safety and developmental reasons, all classes include a warm-up. Warm-up is a critical part of our gymnastics program, even for our preschoolers, as it ensures all gymnasts are prepared for the activities. Please ensure you arrive in plenty of time for your child to get changed if required, use the toilet or change nappies prior to the class, so they are ready to go by the start time. **Anyone arriving 5 minutes or more after the scheduled start time will not be able to participate.** No refunds or make-up classes will be offered.

What to wear

Girls should wear a leotard (any colour or style so long as it does not have a skirt attached). Leotards can be worn with bike shorts or leggings or on their own. Boys should wear gym shorts (stretchy above-the-knee shorts) and a close-fitting t-shirt or singlet. Nothing with zips, buckles, buttons or hoods can be worn. Long hair should be tied up and jewellery taped over or removed, including fitness trackers. Shoes, socks and street clothes should be left in the cubbies in the waiting area. Socks are required for trampoline classes. All other classes require bare feet.

Drinks

All children are required to bring a drink bottle into the gym every class - water only please! Please ensure the drink bottle is clearly labelled with your child's name so we can return it to you.

Missed classes

We do not offer refunds, credits or make-ups for missed classes. If your child misses a class due to illness or injury, we can provide you with a credit for the missed class if a medical certificate is submitted. Medical certificates must be submitted with 30 days of the missed class. Certificates submitted after this time will not be considered for credit.

Holidays

Going away? Families can suspend their membership for up to 4 weeks per year. This can be done in up to two blocks, and for a minimum of two weeks at a time. Families must request this at least 14 days in advance.

Cancellations

If you wish to cancel your enrolment, simply give us 14 days notice. You can call us, email us, or complete the Cancellation Form on our website. We do not provide refunds or credits except where a medical certificate has been supplied.

If the cancellation is due to illness or injury, please forward us the relevant medical certificate, and the 14-day notice period will be waived. Medical certificates must be submitted no later than 30 days from the day of first absence for a credit or refund to apply.

Refunds

We offer a 30-day money back guarantee for new students. If you have not been enrolled in an EKGA class before, you can cancel any time within 30 days from your first class, and receive a refund of the unused portion of any fees paid. After this period we do not offer refunds for cancellations or change of mind.

CONTACT US

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Competitive Gymnastics
Recreational Gymnastics
Preschool Gymnastics
NinjaZone
Trampoline
Tumbling
Team Gym
Birthday Parties
Holiday Programs





Medical conditions

If your child suffers from any medical conditions, it is essential that we have all the relevant information. Please supply a copy of their medical management plan with a current photo prior to attending their first class. If your child has Asthma or Anaphylaxis, they should bring their medication with them to class each week, and give it to the coach at the gate. The medication is stored in a tub in the gym for easy access should it be required, and given back to the children at the end of class. Children may be unable to participate in class if they attend without their medication.

Special events

EKGA hosts special events such as fun nights, Holiday Programs, Skills clinics and competitions. These offered as an opt-in, and additional charges apply. Bookings are essential. No refunds are offered without a medical certificate.

Heating and cooling

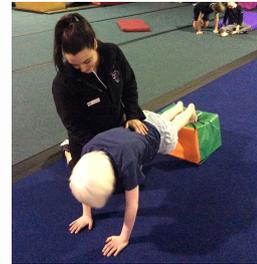
EKGA is equipped with heating and cooling. Scheduled classes will take place regardless of the weather.

Toilets

Encourage your child to go to the toilet before class. Our toilets are unisex, and there are two toilets in each building. Please bring thongs/crocs/slippers to put on in case your child needs to use the toilet during class.

Conduct

We are a child-friendly environment where all staff, students and spectators have the right to feel safe and comfortable. EKGA has a zero-tolerance policy to aggressive behaviour. Inappropriate behaviour, physical, verbal or otherwise, towards EKGA staff, students or spectators will result in cancellation of your enrolment. Management reserves the right to ask anyone to leave the premises at its absolute discretion.



Parking

There is limited parking available out the front of the gym and on the street in Roberts Road. There is on-street parking in Knighton Avenue, which runs parallel to Roberts Road. Please do not park in or block driveways. Please be mindful of the neighbouring businesses when driving or parking near the gym. Please drive slowly and carefully taking into consideration that our gymnasts may include very young children.

Assessments and moving up

Our coaches keep a progression record for every child in their school-aged class. Using our skill-tracking software, the coaches record when a skill is introduced and when it has been mastered. Several times a year we have "Watch Me Weeks" where the coaches assess all the skills from the program. When your child is ready to move up, you will be contacted by our Department Leader or Admin Team to arrange the move.

Parent involvement (KinderGym Classes only)

For Tiny Tots and Squirts classes, an adult is required to accompany each child into the gym and help them participate. For children enrolled in Monkeys, Little Ninjas or Twirling Tumblers, the children do not require an adult to accompany them, however we ask that you remain onsite to assist them if they need to use the toilet.

Siblings / Additional children in KinderGym classes

If you have a younger child with you and you are required in your child's Tiny Tots or Squirts class, you need to have 2 hands free at all times, so please consider the following options:

- Bring the baby in a pram/capsule, and bring this into the gym.
- Wear the baby in a baby carrier, eg a Baby Bjorn or Ergo carrier.
- Older babies may be placed in the play pen in the gym.

For safety reasons children not enrolled in the class are not permitted in the gym unless one of the above options are utilised. We cannot allow babies to be placed on mats during class.



Term dates

Classes operate year-round, with a three-week break for Christmas /Newyear. There are no classes on any Victorian or Federal public holidays. You are not charged for any public holidays that fall on the day of your child's class.

Children with Additional Needs

We rely on you to give us as much information as possible about any additional needs your child may have. If your child has learning or developmental delays, hearing or visual impairments, sensory conditions, concentration issues or is on the Autism Spectrum, please let us know before your child's first class. We may request that you complete an Inclusion Support Plan and chat with your child's coach to help us help your child to get the most out of their class.

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