

Missed lessons

Non-attendance at general training sessions does not qualify a customer for a refund or credit against fees paid. Your tuition pays for your place in the class for the term, regardless of attendance. Our costs do not change if you miss a class and we are therefore not able to offer a reduction in tuition for missed classes, extended absences, holidays etc. As we keep to strict ratios and class sizes, makeup lessons are not possible. If your child misses a class due to illness and you are able to provide a copy of a medical certificate (in person or uploaded online) we will provide you with a credit to the value of the missed classes.

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 and parking in the vicinity of the gym. Please drive slowly and carefully taking into consideration that our gymnasts may include very young children.

Parent involvement (Kinder Gym classes only)

For Tiny Tots and Squirts Classes, an adult is required to accompany each child into the gym and help them participate in the class. For children enrolled in our Monkeys Classes parents are not required to come into the class, however, we ask that they remain on site so they are on hand if their child needs to use the toilets.

Refunds

We offer a money back guarantee for new participants. New participants (people who have not been enrolled in an EKGA program) who cancel enrolment within the first 30 days of first class attended will be eligible to request a refund for the unused portion of the tuition. This is offered as a courtesy to new participants. Simply complete the online cancellation form. After this period we do not offer refunds for cancellations or change of mind.

Special Events

From time to time EKGA hosts special events such as Fun Nights, Competitions, Holiday Programs and Skill Clinics. These are on an "opt in" basis and will incur an additional charge. Bookings are essential and can be made either at the office or through the web site. No refunds or credits are possible for special events, competitions, fun nights, etc. without a medical certificate.

Siblings / Additional Children in Parent Assisted Kinder Gym classes

If the carer that is assisting the child to participate in the class has a younger child with them the following options are available (as they will need two hands-free as all times to assist the child in the class):

- Bring the baby in a pram/capsule and take the pram/capsule into the gym
- Wear the baby in a baby carrier (Baby Bjorn etc)
- Older babies can be placed in the playpen inside the gym

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

Term dates

Classes operate during Victorian State School terms. There are no classes on any Federal or Victorian Public Holidays. You have not been charged for any public holidays that fall on the day of your child's lesson.

Toilets

Please encourage your child to go to the toilet prior to the commencement of class. Our toilets are unisex and we have two toilets located in each building. Please have your child bring thongs/crocs/slippers to put on in case they need to use the toilets during class time. All children under the age of eight are sent to the toilet with a partner. They need to stay with their partner and return to the gym together.

What to wear

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



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Email gymnastics@ekga.com.au.

www.ekga.gymnastics.org.au

Please visit our Webpage for copies of all of our policies, procedures and guidelines

Your Child's Class – what to expect

Before and after class:

You do not need to report to the office each week. When class is due to start, a coach will come out to the gate and invite the participants into the gym. At the end of class, the group will be dismissed from the gate. Please closely supervise your child before and after class.

Start of class:

The first five minutes of class is an active warm-up game with all groups joining in together. These games help prepare the body for activity by increasing the heart rate and getting the blood pumping. After the game, all of the groups will participate in a warm-up. After the warm-up coaches will divide the children into their classes. At any given time there can be up to 6 classes in the gym made up of Beginners, Level 1, 2 and 3 (all taking place at the same time).

During class:

Each week the Gymnastics classes work on three different apparatus. This rotates so that in a two week period each class will have covered all the apparatus. The Trampoline classes work on Trampoline, Tumble Tramp and Double mini tramp. For the majority of the time participants will be spread out into stations where they will work in pairs and rotate through a circuit. The coach will be stationed at the skill they are focusing on for the day, which will be the most challenging skill in the circuit. This allows the coach to ensure they are spending an even amount of time with each gymnast and that we are keeping the kids SAFE. The children will take turns and learn to work independently at stations. Our coaches work on incorporating all three learning modalities - auditory, visual, and kinesthetic. Examples of each could be listening to the teacher, watching a demonstration of the skill, and then attempting the skill with a coach assisting.

Observing:

Parents are welcome to stay and watch the class. We like parents to stay from time to time because you are your child's biggest fan and they love you to see their new tricks. If you watch every week you are unlikely to observe much change, however, by viewing occasionally you will be able to see the major achievements that have been accomplished. Please allow our coaches to make corrections and behaviour modifications as we see necessary. The children work best if they are not distracted by parents calling out suggestions or instructions from the waiting area.

End of class:

Towards the end of the class, the group will come together and participate in a cool down activity. This is often a gymnastics game or challenge that works on developing strength and/or flexibility or sometimes is just really FUN!

We have five minute breaks between classes. This gives the coaches five minutes to talk to parents and answer any questions you may have. It also allows the Car Park to empty before the next class begins.

Payments

Registration

A Gymnastics Victoria / Club Registration fee is payable each year. This fee covers registration and insurance with Gymnastics Victoria and Gymnastics Australia. Registration must be paid in full upon signing up for classes. This fee is based on a calendar year and expires in December each year. Please visit <https://vic.gymnastics.org.au/> to find out more about what Gymnastics Victoria Registration includes.

Tuition

Direct Debit

Our preferred method of payment is Fortnightly Direct Debit. The total tuition for the year is calculated and are then divided into 26 equal instalments. The Direct Debit comes out every second Friday for the 26 fortnights, or until you let us know that you wish to cancel. By opting to pay by Direct Debit you are guaranteed a position in the class for the whole year. No need to enrol each term. If you wish to cancel your enrolment and Direct Debit just give us 14 days notice by completing the online form or send us an email.

To start paying your fees by direct debit you can either complete an authorisation form and return it to us, or enter your details for Direct Debit using the customer portal on our website. Payments come out every second Friday. If a Direct Debit day falls on a public holiday, payment will be debited on the next working day. If you need to check when the next instalment will be debited please contact the office and they will be able to advise you.

Direct Debit instalments can be deducted from a Visa or Mastercard (including Visa / Mastercard debit cards).

Pay by the term

If you are not signed up for Direct Debit you are required to rebook for each term. You will be emailed an account for the following term five weeks out from the end of the term. This account will have a due date, which will always be the second-last Saturday of the term (i.e. one full week before the school holidays begin). You must pay the account by the cut off date to hold your place for the following term. If you do not make the payment by the cut off date, your child will be removed from the class list and his or her spot may be allocated to someone from the waiting list. After the cut off date, we may accept late payments if there is space available in a suitable class.

How to pay

- Pay in Person by cheque, cash, EFTPOS or MASTER or VISA card in person at the office
- Pay online by visiting www.ekga.gymnastics.org.au.

If you have not logged into our website's members area before, you will not know your password. Simply click on the 'Forgotten Password?' link and the computer will send you a password straight away. If you already have a child enrolled in our classes, you are already a member and so you do not need to create a new account.

Direct Debit Terms and Conditions

- When you register for direct debit, you are authorising Essendon Kellor Gymnastics Academy to withdraw funds from your nominated account.
- We will provide you with 14 days notice in writing, of any changes to the terms of this Service Agreement.
- If a payment due date falls on a weekend or public holiday, the withdrawal from your nominated account will occur on the next business day.
- You must ensure that you have sufficient funds in the nominated account on the payment due date. If there are insufficient funds, your financial institution may charge you a fee. We will contact you to arrange an alternative payment and may pass on any additional processing costs. The account holder has 3 business days to contact EKGA and make an alternative means of payment for the missed instalment. After such time class membership will be suspended and children will not be allowed to attend class until all outstanding payments are made.
- In the case of repeated insufficient funds, we reserve the right to cancel the direct debit arrangement and require the customer pay up front in full for all classes and/or cancel the child's enrolment.
- You are required to provide us with 14 business days notice of any alteration, stoppage or cancellation of your direct debit arrangement. This must be done in writing by emailing gymnastics@ekga.com.au
- If you believe a withdrawal has been processed incorrectly, contact us immediately. We will investigate the matter and where necessary credit your account within 10 business days.
- All customer information you provide to us will be kept confidential, except for information required by your financial institution to initiate the withdrawal from your nominated account.

Important information for our customers

Arrive on time

For safety and developmental reasons, all classes include a warm-up component. Warm up is a critical part of a gymnastics program (even for our Preschool classes) as it is essential to ensure all gymnasts are physically and mentally prepared for their gymnastic activities. Please ensure you arrive in plenty of time for so your child can get changed, use the toilet / change nappies etc. and ready to go by starting time. Anyone arriving ten minutes or more after the classes scheduled start time will not be able to participate. No refunds/make-ups will be offered.

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 development delays (physical or intellectual), 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 would prefer to have our instructors chat with you and find out as much as possible about your child before your child comes along for the class. We may request you completed an "Inclusion support plan" to help us help your child get the most out of our classes.

Assessments and moving up

Our Levels program is designed to help gymnasts set achievable goals and create a sense of accomplishment. By working through a skill-based curriculum the gymnasts are able to learn about the value of commitment and putting in 100% effort. Our skill tracking programs gives each child the chance to have their hard work noticed.

Our Coaches keep progression record on every child in their class. Using our skill tracking software the coaches record when a skill is introduced to a child and when it has been mastered. Several times each year we have "Watch me weeks" where the coaches assess all of the skills from the curriculum. When 99% of the skills for any given level have been achieved Gymnasts are promoted to the next level. When your child is ready to move up you will be contacted by our Department Leader or Admin team to arrange the move. When a Gymnast is promoted to a higher Level they will be awarded a trophy in recognition of their achievement.

Cancellations

If you wish to cancel your enrolment simply give us 14 days notice by completing the cancellation form on our website or by sending us an email.

Cancellation of an enrolment due to illness/injury

If you need to cancel your booking due to medical reasons please complete the online cancellation form or make the request in writing (email) and attach a copy of the relevant medical certificate. In these cases, a refund will be applied from the date of the request. We will provide a credit to the value of the missed classes (or a refund) if the request is accompanied by a medical certificate. Medical certificates must be submitted no later than 30 days from the day of the first absence. Requests received after this time will not be considered.

Conduct

We are a child-friendly environment where all staff, participants 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, participants or spectators will result in cancellation of your enrolment. Management reserves the right to refuse enrolment (or cancel enrolments) to any persons. Management reserves the right to ask anyone to leave the premises at its absolute discretion.

Drinks

All children are required to bring a drink bottle into the gym every class (water only please). Drink bottles need to have the child's name clearly labelled.

Heating and Cooling

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

Medical conditions

If your child suffers from any medical conditions it is essential that we have all the relevant information. Parents should supply a copy of a medical management plan (with a current photo of the child) prior to the child attending their first class for any children with a medical condition (i.e. asthma, diabetes, anaphylaxis, epilepsy etc.). Please contact the office prior to the first class to ensure we have all we need to allow your child to participate safely.

If your child has Asthma or Anaphylaxis they should bring their medication with them to every class. The medication should be given to the coach at the gate to the gym who will place it in our medication tub inside the gym for the lessons duration. Make sure you or your child collect it at the end of class. Medication should be clearly labelled with your child's first and last name. Asthmatics that use reliever medication are required to bring their own SPACER along with their medication. If a child known to suffer from asthma or anaphylaxis is dropped off for class without their medication, you may be called to come and collect them as for their own safety they may not be admitted to class.