What to Wear?
In most instances comfortable sporting attire is appropriate i.e. leggings/shorts and a tight fitting T-shirt or singlet, or participants may wear a leotard if they wish. Remember our classes involve lots of dynamic movement, rolling and going upside down. Tight fitting clothing will ensure you don’t get caught up or have your vision impeded. We do ask that you wear attire free of buckles, zips, belts, skirts, dresses, bracelets, necklaces, rings. Bare feet is also necessary in our classes so that you can feel the surfaces under your feet and you are getting appropriate sensory feedback. It also protects our fantastic equipment. Some performance / competitive groups may require uniforms and/or leotards for training. Reference is made to this alongside class descriptions on the website but will also be communicated directly via email to the families involved.

Please ensure that participants bring a drink bottle to every lesson labelled with their name. Hair should be pulled neatly and securely away from the face so that it stays up for the entire class. Jewellery should not be worn during classes. Personal items including shoes and warmer clothes for before or after classes should be left in the cubby holes provided.

Please leave valuable articles at home, including but not limited to, jewellery, mobile phones, electronic tablets and anything that is special to you, as we cannot be responsible for these items during class time.

Peninsula Gymnastics and its staff will not be responsible for any items that may be lost or stolen.

Tuition Dates
2019 classes will run from Tuesday the 29th January 2019 through until Saturday the 21st December 2019. Class curriculums will run for 44 weeks of the year with 3 scheduled curriculum breaks.

Scheduled curriculum breaks
Monday 15th April - Saturday 20th April 2019 (Second week of the school holidays) - Classes resume on Tuesday 23rd April 2019
Monday 1st July - Saturday 6th July 2019 (First week of the school holidays) - Classes resume on Monday 8th July 2019
Monday 23rd September - Saturday 28th September 2019 (First week of the school holidays) - Classes resume on Monday 30th September 2019
Public Holidays
Peninsula Gymnastics does not operate on Public Holidays. Members who have a class that falls on a Victorian Public Holiday will not be charged for this class.

Monday 28th January 2019 - Australia Day
Monday 11th March 2019 - Labour Day
Monday 22nd April 2019 - Easter Monday (Good Friday, Easter Saturday and Easter Sunday fall within our scheduled break)
Thursday 25th April 2019 - ANZAC Day
Monday 10th June 2019 - Queen’s Birthday
Tuesday 5th November 2019 - Melbourne Cup Day

Make Up Classes
We understand that things come up and you may miss a class every now and then, through illness, specialist appointments, school camps etc. That’s why we offer rescheduling. Simply let the Customer Service Team know that you are going to be absent prior to the class and they will assist you with rescheduling your lesson where there is availability within your program.

To ensure this service operates efficiently we ask you to observe the following points:

• Call and let the Customer Service Team know that you will be away for your scheduled class, so we can record an excused absence for you to be eligible for a makeup at a later date

• Call the Customer Service Team up to 7 days in advance of when you would like to reschedule. This way we will know if we have availabilities in the class, if other members have let us know they will be absent, and we can book you in

• A make up class can only be taken in your current program

• You can only reschedule into classes with availabilities. We will not overfill any class, as this would compromise the service and delivery to others in the class

• You must book in through the Customer Service Team - if you just turn up to the centre without booking you will not be permitted to join a class. We need to let our coaching team know who to expect for each class in advance, so they can prepare appropriately

• Call and let the Customer Service Team know if you are unable to attend the scheduled make up class to allow the session to be offered to another member

• Make up classes that are not attended, without prior notification of absence, cannot be rebooked

• In some specialist classes we do not have the ability to offer make up sessions, as they do not have a duplicate class in the schedule. This includes the Gymstar Competitive Program, Tumbling & Conditioning, Team Gym, Teen Fit and BabyGym. No refunds will be issued for sessions that are missed in these classes

Address: 1/33 Henry Wilson Drv, Rosebud VIC 3939
Phone: (03) 5999 8200
Email: info@peninsulagymnastics.com.au
Website: www.peninsulagymnastics.com.au
Medical Agreement
Upon agreeing to your participation agreement you acknowledge that participation in any physical activity carries with it a reasonable assumption of risk and you will not hold Peninsula Gymnastics liable except in the case of gross negligence. You also agree to pay any cost incurred in the case of emergency where medical / ambulance assistance is required. Staff at Peninsula Gymnastics maintain current First Aid qualifications, including CPR, Anaphylaxis and Asthma management. Peninsula Gymnastics prides itself on providing a safe environment, with nationally qualified instructors and programs designed by highly experienced staff. Every effort is made to avoid injury / harm to participants. In the instance where injury / illness occurs and the participant is under the instruction of Peninsula Gymnastics staff, Peninsula Gymnastics staff will assess the situation and action the most appropriate First Aid or seek further medical assistance. Decisions will be made in the best medical interest of the participant, others participating in the program and staff involved, which may include calling for an ambulance and seeking help from medical professionals. Any incurred costs will be the responsibility of the participant's "Responsible Person". It is your responsibility to communicate any injury, illness or condition that may affect your ability to participate in classes and activities. In some instances we may ask for a medical referral / direction from appropriately qualified professionals prior to activity to ensure that we are tailoring your experience to the best of our ability and ensuring your health and safety is protected.

Behaviour
Any behaviour that endangers an individual or another participant is not tolerated at Peninsula Gymnastics. Dangerous behaviour may result in a participant being removed from the immediate area. Disruptive behaviour is also discouraged, as it interrupts learning opportunities for all individuals participating. Serious disciplinary action (including removing the participant from activities) will be communicated with the participant's "Responsible Person" at the earliest convenient time.
We welcome families into the customer lounge who align to our culture of a supportive, positive and inclusive environment. Senior Team members (staff) retain the right to respectfully ask any individual to leave the premises should they be compromising the experience for others.

Privacy and Data Collection
Peninsula Gymnastics is committed to the security of your information. The nature of your participation with Peninsula Gymnastics means your information will be communicated to our regulating bodies including Gymnastics Victoria and Gymnastics Australia. The information will not be passed onto any third party soliciting information for promotion of 3rd party goods / services. Peninsula Gymnastics utilises "iClassPro" a world leader in class management software to manage our customer database. Your personal details will be stored online utilising this software.
iClassPro recognises the importance of data security to protect their customers. In accordance with the PCI DSS (Payment Card Industry Data Security Standards), iClassPro Merchant Services is a Level 1 PCI Compliant Service Provider (the highest level). The Payment Card Industry (PCI) is a set of industry-mandated requirements applicable to any business that handles, processes, or stores credit cards, regardless of the business size of processing volume. The PCI council was founded by major card brands like Visa, MasterCard, Discover, and American Express to create a set of technical requirements pertaining to data security. The PCI requirements and standards address these 6 main goals of card data security:

1. Build and Maintain a Secure Network
2. Protect Cardholder Data
3. Maintain a Vulnerability Management Program
4. Implement Strong Access Control Measures
5. Regularly Monitor and Test Networks
6. Maintain an Information Security Policy

**Parent Portal**

To complete your enrolment and enter an agreement with Peninsula Gymnastics to participate in any of our programs or services you will need to log on to the Parent Portal.

The parent portal allows you to:

- Log on and update your family details and participant details at any time
- View your enrolments
- Set up your direct debit payment details and make payments
- View transaction history

**If you are a current member, a past member or attended holiday programs or fun nights you already have an account!**

Follow these simple steps:

- Enter your email address
- Password: Peninsula

- You can change your password to something you will remember once you log in

You can find the Parent Portal at [https://www.iclassprov2.com/parentportal/peninsula/login](https://www.iclassprov2.com/parentportal/peninsula/login)
**Method of Payment:**
To complete your enrolment you will need to provide credit/debit card information through the Parent Portal. Using our secure payment gateway through iClassPro / Braintree, we will automatically debit your nominated card each fortnight for two weeks in advance. If additional costs are incurred through your participation with us including but not limited to uniforms, competitions and holiday programs your card will be charged if you exceed due dates. Essentially your card acts as a guarantee of payment.

Peninsula Gymnastics will process fortnightly tuition payments every second Monday, with the exception of Monday Public Holidays where payments will be processed on the next business day. For specific dates please refer to the “2019 Fee Schedule and Payment Dates”. You are welcome to pay your account prior to the processing date each fortnight via the Parent Portal, in person using cash or card or by Direct Deposit to our account. Any balance remaining by the processing date will be charged to your card provided.

If you prefer to make less frequent payments / pay a larger amount in one go to get ahead, you can make payments via the methods listed above at any point prior to the next processing date. If you would like to pay the full year in advance a 5% discount will be applied to tuition costs.

**Gymnastics Australia Registration and Insurance fees**
The annual registration and insurance fee covers your membership with Gymnastics Australia, Gymnastics Victoria and Peninsula Gymnastics. It provides an assurance that you are participating with an affiliated club of Gymnastics Australia for which there are high standards of qualification and compliance. Through this program registered participants and KinderGym carers are covered through Marsh Advantage Insurance for personal injury. You can view the policy documents and what is covered on the [Marsh Advantage website](#). Should you need to make a claim, this must be lodged within 30 days of the injury. For insurance claims call the National Phone Number: 1300 306 383 or Email: gymnasticsaustralia@marshadvantage.com

For help with this process or further information please see the Peninsula Gymnastics Customer Service Team.

Your registration and insurance expires December 31st each year and is payable for the following year to continue your participation. Those joining on or after October 1st are charged a reduced rate.

For current participants, payment of your registration and insurance fee by Saturday 17th November 2018 is required to secure a position for 2019. We are happy to offer a refund if you make contact with the Customer Service Team prior to Tuesday 29th January 2019 to notify Peninsula Gymnastics that you will not be returning for 2019. No refunds of the 2019 Registration and Insurance fee / deposit will be extended if you make contact with the Customer Service Team after this date.

Any participant who has a current membership and paid registration fee for the calendar year is entitled to discounted special events. This includes at minimum 10% discount on parties, group bookings, fun nights and holiday programs (excludes individual or group private lessons).
Tuition fees
Tuition fees are calculated and charged on a fortnightly basis. You will be charged only for lessons that run. Therefore if your class falls on a Public Holiday or through our scheduled breaks you will only be charged for one week in that fortnight.

Tuition fees can, and will, be corrected in good faith should an error occur in billing, as soon as practical after the error is detected.

In the instance that payments bounce or cards decline on the auto processing day, Peninsula Gymnastics will make contact with you via email and attempt to process that payment again 2 days later. If this payment declines again we will contact you via SMS. If you fail to make good on payment within 7 days your enrolment will be cancelled and position in any classes / services forfeited.

Discounts

Full year tuition: If you wish to pay the full year’s tuition fees in advance by Tuesday 29th January 2019, you are entitled to a 5% discount on the total amount.

Family: Peninsula Gymnastics offers families a discount for tuition fees if more than one member is enrolled - we’d love to have all of your family involved! We offer a 10% discount on concurrent enrolments for members from the same immediate family i.e. siblings and parents (applied to the lower tuition amount).

Multiple classes: You can enrol in as many classes that suit your needs. A 10% class discount will be applied to your 2nd, 3rd or 4th concurrent enrolment.

Additional services/events: Any participant who has a current and paid registration fee for the calendar year is entitled to discounted special events. This includes at minimum a 10% discount on parties, group bookings, fun nights and holiday programs (excludes individual or group private lessons)

Refunds

New members*: We know Peninsula Gymnastics has something to offer you! We are so confident that you will love your experience with us and your tuition, that should you wish to cancel your membership within 14 days of your first lesson we will issue a full refund, inclusive of trial class, registration and any tuition payment. *New members is defined as a person who has not participated in any of our programs before their first class.
Current member: Should you no longer be able to continue with your class simply let our Customer Service Team know and we will be able to communicate what date you have paid up until. We will not issue refunds for payment already received but you are welcome to attend through this notice period. Upon cancellation your card details will be removed from our system. Advice of a decision not to continue can be emailed to info@peninsulagymnastics.com.au

Extended injury/illness: Refund exceptions will be considered for extended injury or illness exceeding 2 weeks, where contact and clear communication has been made by those affected. Medical certificates may be required to claim refunds. Refunds will be dealt with on an individual basis. Please see Peninsula Gymnastics Customer Service Team to discuss your options. Those seeking a refund for injury or illness will be removed from the class list and placed on the waiting list, if requested. Positions are not held in the instance that a refund is issued. If you wish to retain your position in a class, payment will need to be continued to be made.

Separated parents / shared guardianship
In order to remain impartial and uninvolved in personal arrangements, Peninsula Gymnastics has the following procedure for dealing with payments and bookings in the case of family separation. Once a gymnast is enrolled, the primary contact person listed as the first responsible party on the Parent Portal becomes responsible for all accounts/invoices and is responsible for re-enrolment, as well as any decisions regarding the gymnast’s classes at Peninsula Gymnastics. The credit/debit card details listed on the Parent Portal will be used to process the fortnightly payments. Peninsula Gymnastics will send all correspondence, invoices and notices to the primary contact person listed on the Parent Portal.

Arrival and Pickup
Responsibility by Peninsula Gymnastics is taken for participants for the duration of their scheduled class. We cannot assume responsibility for those dropped off early or picked up late. Please ensure that you drop off your child at their scheduled start time and pick them up in a timely manner (within 5 minutes of their start/finish time). Siblings / friends not enrolled into a scheduled class are the responsibility of the transporting adult and are not to be left unaccompanied. Please escort children into and out of the venue safely. Transporting adults assume responsibility from the door of the facility and are responsible for safety in adjoining parking areas. Please drive slowly and carefully for everyone’s safety.
**Photos and Images**

You are welcome to take photos of your child from the customer lounge. We ask that you respect the rights of other individuals and not capture other children in your photos without explicit permission. For those in caregiver assisted classes you are welcome to take photos of your child from the movement space but again we ask that you respect the rights of other individuals and not capture other children in your photos without explicit permission.

Peninsula Gymnastics reserves the right to capture images for the purposes of training instruction (including video feedback) and promotional and marketing purposes, including use on our website, Facebook and other social media platforms. Please advise us in writing if you do not want images or video captured of your child.

We thank you in advance for respecting the policies and procedures. For program information, timetables and FAQ check out our website [www.peninsulagymnastics.com.au](http://www.peninsulagymnastics.com.au)

We look forward to a fantastic year building physical abilities and confidence.