

## Participation Agreement

### **Welcome to Peninsula Gymnastics**

We are thrilled that you have chosen to join us at Peninsula Gymnastics, a place where all ages and abilities are welcome and where our mission is “Teaching Movement for Life”. All staff at Peninsula Gymnastics are committed to developing participants into active and responsible people. We structure programs with a clear intention of “Teaching Movement for Life!” As an affiliate of Gymnastics Victoria and Gymnastics Australia we are governed by national and state bylaws and regulations, inclusive of [Gymnastics Australia’s Child Safe Policy](#). This document has the terms of your participation agreement with Peninsula Gymnastics.

Please note, where “participant” is used in this document, it also refers to the participant’s responsible person / guardian if the “participant” is under 18 years of age.

### **Tuition Dates**

At Peninsula Gymnastics we run classes continuously for 48 weeks of the year, with a 4 week scheduled break over Christmas and New Year. Continuous enrolment means continuous learning opportunities and consolidation of skills, with minimal interruptions. Please refer to the [Fee Schedule and Payment Dates document](#) for specific dates.

### **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. To view the Victorian Public Holidays that fall within our curriculum please refer to the [Fee Schedule and Payment Dates document](#).

### **Pause Enrolment**

We like to be agile and flexible, so to complement our continuous enrolment we are also giving every member the ability to PAUSE their child’s enrolment for up to 2 weeks during the calendar year.

Know you are going away? School camp?... You can put your child’s spot on hold for either one week at a time on two separate occasions, or you can pause for a fortnight in one go, with the guarantee that your child will have their spot to return to! We will then apply a credit to your account for that period. Please note we will require a minimum of one week’s notice to implement the pause on your child’s enrolment.

This feature will also provide further opportunity for members will to book make-up classes should your child have any excused absences throughout the year.

### **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 make up tokens. Simply notify us through the [Customer Portal](#) or let the Customer Service Team know that you are going to be absent prior to the class and they will assist you with booking a make up where there is availability within your program. 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 GymSkills, Trampolining, Adults and BabyGym. No refunds will be issued for sessions that are missed in these classes. Please visit our [website](#) for further details regarding the make up service.

### **Operational Adjustments**

We are actively following the directions of the [Department of Health and Human Services](#) (alongside our governing bodies Gymnastics Victoria, Gymnastics Australia and Sport Australia) with regards to guidelines during the COVID-19 pandemic. As an indoor recreational venue we are subject to laws and mandates associated with each phase of the current pandemic. These are subject to change, by direction of the authorities. Please follow the instructions of Peninsula Gymnastics Staff members when you frequent our facility.

We all have a personal responsibility to stop the spread of illness and together we can all play our part to keep the community safe. Please do not send participants or attend yourself if you are feeling unwell. There are plenty of hygiene stations throughout our facility to ensure that there is always access to cleaning and hygiene items. Please refer to our [Return to activity COVID response](#) and [COVID Vaccination FAQ](#) documents on our website for the most up to date information.

### **Come Prepared**

We recommend that a named water bottle is filled at home and brought to each session. Please also come dressed in your clean sporting attire, to minimise the use of shared bathroom/change room spaces.

### **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 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, in accordance with the [Gymnastics Australia Privacy Policy](#). The information will not be passed onto any third party soliciting information for promotion of 3<sup>rd</sup> 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 or 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

### **Method of Payment**

To complete your enrolment you will need to provide credit/debit card information through the Customer Portal. Using our secure payment gateway through iClassPro / Braintree, we will automatically debit your nominated card each fortnight for two weeks in advance. You will only be charged for lessons that run. Therefore, if your class falls on a Public Holiday you will only be charged for one week in that fortnight. No tuition charges will occur during our 4 week scheduled curriculum break over the Christmas period. If additional costs are incurred through your participation with us including but not limited to uniforms, competitions and scheduled break programs your card will be charged if you exceed due dates. Essentially your card acts as a guarantee of payment. You are welcome to pay your account prior to the processing date each fortnight via the Customer Portal, in person using cash or card or by Direct Deposit to our account (bank details can be provided by our Customer Service Team on request). 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. For specific dates please refer to the [Fee Schedule and Payment Dates document](#).

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. Tuition fees will be reviewed bi-annually.

### **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](mailto:gymnasticsaustralia@marshadvantage.com)  
For help with this process or further information please see the Peninsula Gymnastics Customer Service Team.

### **Current Member Drop**

Should you no longer be able to continue with your class simply let our Customer Service Team know or notify us through the [Customer Portal](#) 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.

### **Discounts**

**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 or 3rd concurrent enrolment.

**Additional services/events:** Any participant who has a current membership is entitled to discounted special events. This includes at minimum a 10% discount on fun nights and scheduled break 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 and any tuition payment. \*New members are defined as a person who has not participated in any of our programs before their first class.

### **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 Customer 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 Customer 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 Customer Portal.

### **Photos and Images**

For those in caregiver assisted classes you are welcome to take photos of your child from the movement space but 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.

### **Thank You**

We extend our sincere thanks to you and your family for respecting the policies and procedures, and assisting us with implementing these strategies.

For program information, timetables and FAQ check out our website [www.peninsulagymnastics.com.au](http://www.peninsulagymnastics.com.au)