

Peninsula Gymnastics

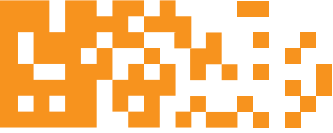
teaching movement for life

PARTICIPATION AGREEMENT

*Important information about your child's
enrolment at Peninsula Gymnastics*

Everything you need to know about your enrolment at Peninsula Gymnastics is included in this document. The Participation Agreement is divided into sections so you can quickly find the information you need





At Peninsula Gymnastics our programs and decisions are all guided by a mission of
“Teaching Movement for Life”

We are passionate about building the confidence and physical abilities of participants so they leave us as more empowered and self assured individuals. We provide contemporary movement programs in a supportive and inclusive environment allowing participants to have positive experiences that will shape their views for a healthy lifestyle.



Bec and Tim Robertson, the Directors and owners of Peninsula Gymnastics, lead an amazing team of movement educators to deliver classes to over 700 participants per week. Since purchasing Peninsula Gymnastics in 2008 they have spent the last 16 years ensuring that Peninsula Gymnastics is a place where individuals feel nurtured, included and challenged to be their best. Having two children of their own they feel passionate about empowering young people to make healthy, lifelong decisions which includes the benefits of movement.

Our values

- Safety First

The health and wellbeing of everyone is paramount. It is reflected in the curriculum and delivery of all of our classes. Through well developed skill pathways we endeavour to communicate with participants the rationale behind the teaching and provide clear and concise boundaries to operate within.

- Be Considerate

Consideration entails a real, active interest in the well-being and health of others and the community. It is an understanding that to be happy in an environment the well-being of others must be considered, alongside one's own interests.

- Use a Systematic Approach

In order to learn, we need to have goals but more importantly pathways to get there. We cannot expect to reach destinations without a map to get there. Through our curriculum we teach participants that the process is more important than the outcome.

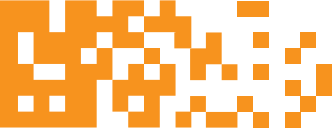
- Empowerment

By empowering people in their learning we build them to be more confident and stronger in their lives, giving them the authority around decisions involving them.

- Enjoyment

Life is supposed to be FUN! Our health should be a fun experience – not a chore. So expect to be challenged but to enjoy the experience.





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 a deliverer of Children’s Activities and Services we are governed and committed to national and state bylaws and regulations, that protect children and ensure their safety.

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

Enrolling

Enrolling into a class secures your place in the class ongoing, until you let us know that you would like to change your enrolment or end your enrolment.

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 [Tuition Schedule and Payment Dates document](#) for specific dates.

Peninsula Gymnastics welcomes new enrolments at any time of the year. If you aren't sure if a Peninsula Gymnastics class is right for you, a trial class is offered for the cost of a single class, so you can experience everything that we are about.

A trial is accommodated where a place exists in the class. After your trial you have 3 business days to accept and secure your place in the class ongoing. If we are unable to confirm your enrolment within 3 days of your trial, your place will be released.

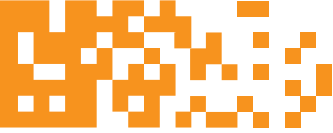
New Member Satisfaction Guarantee

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 any new member* wish to cancel their membership within 14 days of their 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.





Billing

Peninsula Gymnastics bills fortnightly on a Monday for the upcoming fortnight. If the billing date falls on a Public Holiday we will process on the next business day. Please refer to the [Tuition Schedule and Payment Dates](#) document for specific dates. Charges and previous payments can be viewed by logging onto the [Customer Portal](#).

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 and New Year 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.

Direct Debit

To complete your enrolment you will need to provide credit/debit card information through the Customer Portal. Using our secure payment gateway through iClassPro / Payrix, we will automatically debit your nominated card each fortnight for two weeks tuition in advance.

Alternative Payment Options

Your card acts as a guarantee of payment. You are welcome to pay your account prior to the processing date each fortnight either in person using cash or card or by Direct Deposit to our account (bank details can be provided by our Customer Experience Team on request). You can also choose to pay any amount in advance via the Customer Portal. Simply log into your account, go to the menu and select Pay in Advance. You can choose to pay any amount to put your account in credit. 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 [Tuition Schedule and Payment Dates](#) document.

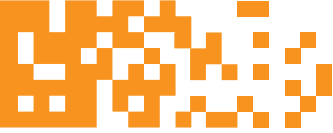
Account Overdue

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. Fees for rejected/failed payments will be passed on. This fee is currently 0.30c per attempt.

Billing Errors

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.





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 (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 active membership is entitled to discounted special events. This includes at minimum a 10% discount on fun nights and scheduled break programs.

Shared Guardianship

It is important for Peninsula Gymnastics to remain impartial and uninvolved in personal arrangements. Once a participant is enrolled, the primary contact person listed as the first responsible party on the Customer Portal becomes responsible for all tuition, as well as any decisions regarding the participants classes at Peninsula Gymnastics. The credit/debit card details listed on the Customer Portal will be used to process the fortnightly payments. All correspondence will be sent to the primary contact person. All statements and payment histories can be downloaded from the Customer Portal, should you require evidence of payment to a third party.

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 [Billing Schedule and Payment Dates document](#).

Unenrolling (dropping)

Should you no longer be able to continue with your class simply let our Customer Experience Team know or notify us through the [Customer Portal](#) and we will be able to communicate what date your enrolment will end. Remember that you only commit to a fortnight at a time, as billing is for two weeks in advance. 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 and any unused make up tokens will be forfeited.



Unlimited Make Up Tokens

We want your child to enjoy the benefits of our programs at every opportunity, so if you are away, your child is ill or you simply can't make it to your class we offer unlimited make up tokens. You must notify us of the absence and then a make up token will be generated on your account issued from the date of the absence. Make up tokens can be used to book into another class where there are availabilities. It is important that you understand that your tuition pays for your place in a class, regardless of attendance. Our costs do not change if you do not attend. Make up classes are offered as a benefit to our families to assist in getting the most out of your investment in your child's development with us.

Make up tokens do not have a monetary value, and cannot be exchanged for credit, transferred to other students, or used once your active enrolment ends.

In some specialist classes we do not have the ability to offer makeup sessions, as they do not have a duplicate class in the schedule (this includes Senior GymLeague). No refunds will be issued for sessions that are missed in these classes.

Notifying an Absence

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 Experience Team know that you are going to be absent prior to the class, and then a make up token will be issued from the date of the expected absence. You can then check availability for a make up class via the [Customer Portal](#).

Booking a Make Up

Make up tokens have an expiry date of 90 days from the date of issue, giving you plenty of opportunity to book a make up class.

We recommend checking make up availability the day prior or on the same day you wish to attend, as for the majority of expected absences we are notified on the same day that the student is enrolled, particularly if the reason is due to sickness. There is the ability to book a make up class up to 2 weeks in advance if another member has notified us of an expected absence.

Help guides can be found on our [website](#).

Enrolment pause

We like to be agile and flexible, so to complement our continuous enrolment we also give every member the ability to PAUSE their child's enrolment for up to 2 weeks during the calendar year. 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! You can notify us of your intention to use a pause by emailing info@peninsulagymnastics.com.au or speaking to any of our Customer Experience Team members.

We will then apply a credit to your account for that period. This feature will also provide further opportunity for members to book make up classes. A Pause will not be issued in retrospect, after you have missed a class, as this does not allow the opportunity for another member to utilise your position for a make up lesson. If you intend to utilise a Pause you must let us know prior to your absence.

Waiting Lists

Waiting lists are available on all of our classes. You can request to join a waiting list via our Customer Portal or by speaking with one of our Customer Experience team members.

When a position becomes available in the class for you we will send you an email and contact you via phone. You will have 24hrs to let us know whether you would like to accept the class position. After 24hrs the position will be offered to the next participant on the wait list. Your position on the waiting list is determined by the date you were added to the list.

Priority Waiting Lists

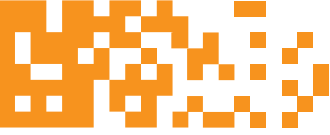
Active members wanting to change days, times or programs are given a position on our priority waiting list to assist with moving across in the most timely manner.

Active members that are experiencing extended absences through injury or illness can also be placed on the priority waiting list using our extended absence policy. Your position on the waiting list is determined by the date you were added to the list.

Extended Absences

Your tuition pays for your position in the class, regardless of attendance. Our costs do not change if you miss your class and we are therefore unable to offer a reduction in tuition fees to hold a place in a class for extended periods of absence.

If you need to take an extended absence for any reason we can end your enrolment, which means your spot is released and available for other members. If you expect to return within 90 days, at your request, we can place you on our Priority Waiting List for the class you are leaving, so you will have the best chance of returning to the same class. Alternatively you can choose to continue payment to hold the same spot in your current class and utilise our unlimited make up token policy.



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 can be audited by our insuring body “Recreational 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. Payrix is used as the gateway to process payments. 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). All payment data is encrypted, stored and processed within a highly secure network.

Medical Agreement

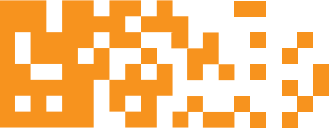
It is recognised by you (the parent/guardian) that participation in any physical activity carries with it a reasonable assumption of risk and you will not hold Peninsula Gymnastics liable except in the case of gross negligence.

Peninsula Gymnastics prides itself on providing a safe environment, with nationally accredited 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 “Primary Guardian”.

You agree to provide Peninsula Gymnastics with information about any injury, illness or conditions that may affect your child's ability to participate in classes and activities. In some instances we may ask for a medical clearance / 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.

Our coaches are committed to helping each child have an enjoyable and successful experience and the more information they have the better they can assist. You may wish to share more information on your child and how we can best assist them in our learning environment via this [Participant Profile form](#)





Allergies and Asthma

If your child has an allergy or asthma, please provide an up to date management plan upon enrolment and then annually. Epipens and asthma medication should be clearly labelled, brought to each class, and placed in the participant medical tub upon arrival, and collected at the end of the lesson.

Behaviour

Any behaviour that physically or psychologically endangers another participant or individual 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 participants. Serious disciplinary action (including removing the participant from activities) will be communicated with the participant's "Primary Guardian" 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.

Operational Adjustments

Safety First is our number one value. This extends to our participants, staff and families attending our facility. Our staff will be supported to take time off should they be unwell, be dealing with family emergencies or school/tertiary commitments. In the instance where a staff member is away, every effort will be made to find an appropriately qualified and experienced staff member to cover the classes. Where we are unable to satisfy our Safety First value, we will cancel the class/classes and notify affected participants via email and SMS. A credit will be applied to your account on iClass which will be used towards the next fortnight's tuition.

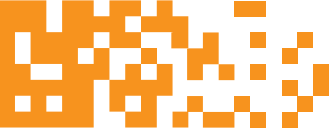
We will continue to follow the directions of the Department of Health and Human Services with regards to health and safety guidelines. We all have a personal responsibility to stop the spread of illness and together we can all play our part to keep the community safe. Please do not send participants or attend yourself if you are feeling unwell. Please refer to our Make Up policy on how to notify us of your absences, so you receive a Make Up token valid for 90 days while you have an active enrolment.

Photos and Videos

Acceptance of our photo and video policies is required for each student through our [Customer Portal](#). You can choose to accept or decline permission for images to be used for identification on our class roles and then secondly for marketing and training.

Parents and guardians are welcome to take photos of your child, but we ask that you respect the rights of other individuals and not capture any other children in your photos or videos without explicit permission.





Parking

Please escort children into and out of the venue safely. Transporting adults assume responsibility to and from the door of the facility and are responsible for safety in adjoining parking areas.

Peninsula Gymnastics recognises that parking can be difficult, especially at peak times. We have designed our timetable to minimise the number of classes starting or ending at the same time and have allowed time between classes to assist with this change over.

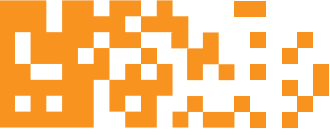
Parking is available in the marked car spots at the front of the building. Please enter via the eastern driveway and exit through the driveway on the westerly side of the building, to maintain one direction of traffic flow. It is imperative that care is taken when moving through the car park area. Henry Wilson Drive is also a very wide street with ample space for kerbside parking if needed.

Please be mindful of surrounding businesses ensuring that you are not parking in their private car spaces or blocking access to their properties.

Custody Arrangements

Safety is our number one priority. If your child is involved in any court ordered interventions that we should be aware of to maintain their safety, please inform a member of our Customer Experience Team, so we can make note and communicate this with any staff involved with the care of your child.





Viewing Classes

Peninsula Gymnastics has an open viewing policy, subject to any mandated public health density limits. You are welcome to stay and view activities from our customer lounge. Spectators are not permitted to enter the equipment/activity space, except in parent participation classes.

Parents/guardians of participants aged 5 years and older do not need to remain onsite during classes. We will call you if there is a need to get in touch.

Getting in Touch During Class

A member of our Customer Experience Team will be contactable on our phone system between the hours of 9:00am to 7:00pm Monday-Friday. A staff member will always wait with a participant until they are collected. If you are more than 10 minutes late, we will call you to make sure everything is ok.

What you need for class

Participants should wear comfortable sporting attire i.e. leggings/shorts and a tight fitting T-shirt or singlet. Participants may wear a leotard if they wish. Hair, longer than shoulder length, should be tied up.

Remember our classes involve lots of dynamic movement, rolling and going upside down. Tight fitting clothing will ensure participants don't get caught up or have their vision impeded.

We do ask that participants wear attire free of buckles, zips, belts, skirts, dresses, bracelets, necklaces, rings.

Bare feet is also necessary in our classes so that participants can feel the surfaces under their feet and they are getting appropriate sensory feedback. It also protects our fantastic equipment.

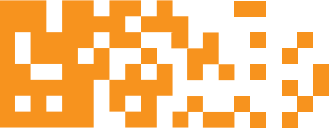
Healthy habits include good hydration. Please ensure that every participant brings a named drink bottle filled with water.

Lost Property and Valuables

Valuables should not be brought to Peninsula Gymnastics as we cannot be responsible for any lost, missing or stolen items, while we focus on delivering exceptional classes.

Personal items left at Peninsula Gymnastics will be held in lost property. If items are named, we will attempt to contact you via phone or email. Each month, all items left in lost property will be donated or discarded. If you realise you have left something behind, please contact us so we can set it aside.





Our Commitment

Peninsula Gymnastics is committed to the safety, wellbeing and empowerment of all children and young people accessing our programs and services, including indigenous children, those from culturally and linguistically diverse backgrounds and children and adults with a disability. The following policies are available on our [website](#):

- Child Safety Commitment Statement
- Child Safe Policy
- Member Protection Policy

Member Protection Information Officer

Member Protection Information Officers (MPIO) play an important role in community and sporting organisations. They provide information and guidance on complaints procedures and are the first point of call in the club for any enquiries, concerns or complaints about harassment, abuse or other inappropriate behaviour.

Peninsula Gymnastics registered MPIO is Linda Suttie. You can contact Linda on 5999 8200 Monday, Tuesday and Thursday 2:30pm-7:30pm. Alternatively you can email info@peninsulagymnastics.com.au Attn: MPIO

Child Wellbeing and Protection Manager

If you, or a child you are concerned about, is in immediate danger or their life is at risk, please call Victoria Police on 000 immediately.

For concerns relating to the wellbeing of children or young people at Peninsula Gymnastics please contact the following:

- Child Wellbeing and Protection Manager, Leah Jose ph: 5999 8200
info@peninsulagymnastics.com.au

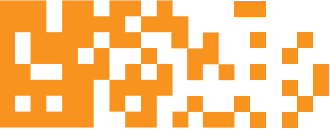
Insurance

As a member benefit, Peninsula Gymnastics will cover the costs associated with membership and personal accident insurance to our affiliating body Recreational Gymnastics Australia (valued at \$40). This membership provides an assurance that you are participating with an affiliated club for which there are high standards of qualification and compliance.

Registered participants with Recreational Gymnastics Australia are insured through Marsh Insurance for personal injury. You can view the policy documents and what is covered on the [Marsh Insurance Website](#). Any claims must be lodged using the online form for Personal Injury Claims.

For assistance with this process or more information please contact our Customer Experience Team





Coaches Qualifications

Peninsula Gymnastics coaches are accredited through Recreational Gymnastics Australia and Gymnastics Australia's Coach Education Framework. To maintain this accreditation each coach must undertake recognised professional development each year. In addition to this, all Peninsula Gymnastics coaches participate in professional development workshops focussing on class management, skill progressions, leadership, inclusive practices and child safety awareness training. We firmly believe that we are life long learners and can always do better and be better, so we seek out opportunities within our sporting network and externally throughout the business network to attend and send our staff members to. We approach each opportunity with a growth mindset, to challenge what we have done and what we could do.

All Peninsula Gymnastics curriculum and programs are professionally developed. All lesson plans are developed by Program Team Leaders and updated annually.

First Aid

Staff at Peninsula Gymnastics maintain current First Aid qualifications, including CPR, Anaphylaxis and Asthma management. There is always a qualified first aid provider on site to take control of any situations that may arise.

Additional Checks

At Peninsula Gymnastics we employ professional, enthusiastic and considerate people who:

- Have current and validated Working With Children Check
- Have been screened via 2 or more professional reference checks, to confirm suitability to work with children
- Have undertaken a formal interview process
- Have undergone a Governing Body database check, as available
- Have undergone any international police checks if they have resided overseas for more than 6 months in the last 10 years

Ongoing Acknowledgement

This document is subject to change. Any change will be communicated with the Primary Guardian via email. Once changes are made and distributed, your ongoing participation will acknowledge acceptance.

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

If you have any questions about your membership, feedback on your experiences or suggestions on how we can improve, we would love to hear them. Email us at info@peninsulagymnastics.com.au or stop in and say hello.

