

MEMBER POLICIES

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Membership Fee

As per Gymnastics Australia's guidelines all gymnasts will be charged a membership fee. This compulsory fee includes membership with Pulse, Gymnastics Victoria and Gymnastics Australia and Personal Accident Insurance. The membership fee is non-refundable and must be paid before commencing any program at Pulse Gymnastics.

Term Fees

Term fees are calculated according on the number of weeks in a school term. For those starting half way through a term, the term fee will be calculated based on the number of remaining weeks. Pulse Gymnastics operates alongside the Victorian Schools term dates.

For Development and Competitive Gymnastics, term fees are calculated according to training schedule throughout the year (excluding Public holidays and school holidays). Term fees are invoiced monthly for your convenience, based on a yearly commitment. Payment can be arranged by cash, card or direct debit.

Pulse Gymnastics operates alongside the Victorian Schools term dates. There are no classes held on public holidays. Gymnasts in the competitive program will receive holiday training included in fees at no extra cost, for this reason there are no refunds if gymnasts are unable to attend holiday training. Holiday training will depend on competition season.

Option 1 -Term by Term (Pay upfront)

We have a term fee which is calculated according to the number of weeks in a school term. The Term fee must be paid upfront before commencing any program at Pulse Gymnastics. This is calculated pro rata, the week after the gymnasts have completed a trial.

Automatic Continued Enrolment unless notified via email, SMS, parent portal as drop or in person.

Charges will automatically be added to your account for following Term's and invoiced for payment prior to 2nd week of consecutive terms. Should your child not wish to continue please request a drop via parent portal or front desk. Any outstanding account balance will be required to be finalised.

Option 2 – Instalments (Yearly Enrolment) - Direct Debit Only

For your convenience we also offer a payment plan via direct debit. This is calculated according to the total of weeks our classes operate in the year (Terms 1, 2, 3, 4) divided into an easy weekly payment. The direct debit payment is available weekly, fortnightly or monthly instalments and scheduled accordingly.

Public Holidays

There are no classes held on public holidays; Fees will be charged pro rata and reduce accordingly.

Family Discounts

Families who have two or more children attending Pulse Gymnastics will receive a 10% discount off the second and third child's fees. The discount will be applied to the lowest tuition fees.

Multi Class Discount

Any student enrolled into 2 or more of the same class per week will receive a 20% Discount second class.

Additional Notes*

No discount can be applied to membership fees.

Direct debit is offered for your convenience as a set and forget option. Generally ran Fridays. The total cost for direct debit is same total cost of payment upfront however runs through school holidays and hence less than weekly class cost. Any rejected payments will be rescheduled with a \$10 rejection fee. Enrolment can be terminated at any time, classes will be charged pro rata and any outstanding balance be scheduled as final payment the following scheduled payment.

Privacy Policy

Protecting your privacy is important to us. Pulse Gymnastics will only ask for details necessary to provide you a quality service.

We will keep all information including enrolment details, and direct debit details confidential. All staff and outsourced agents that have access to information are not required to disclose information to any unauthorised parties. Pulse Gymnastics will strictly only provide personal information to advisors and organisations when necessary.

Photo Protection Policy

Pulse Gymnastics requires that members, wherever possible, obtain Parents or Guardians consent before taking an image of a child that is not their own and ensure the parent knows the way the image will be used.

Pulse Gymnastics requires Parent's consent for their child's photograph to be used by Pulse Gymnastics for display posters, advertising, Pulse gymnastics website; Facebook page and Instagram Account. Pulse Gymnastics will not use any photos without consent.

Privacy is extremely important, the use of camera phones, videos and cameras are not allowed to be used in toilets or changing areas.

Parent Viewing Policy

Junior, General and Teen Gymnastics parents are welcome to stay and watch from the parent viewing area or can leave and return prior to the end of class.

Parents with children in the Development Gymnastics Program are welcome to stay and watch however we recommend not staying on a regular basis to watch for these reasons:

- Children get distracted by parents watching them and can lose concentration
- The distraction can lead to gymnasts being in danger whilst performing skills
- Children feel a need to perform in front of their parents
- Parents will not see an immediate improvement by watching their child all the time
- Parents will see greater improvement watching training every now and again

We recommend that Competitive Gymnastics Parents are expected to drop gymnasts off and leave once class has commenced and return to pick them up. Parents may stay for the first 10 minutes of class and arrive for the last 10 minutes of class. This is for the above reasons.

Make Up Policy

For **Junior, General and Teen Gymnastics Classes we offer** make up lessons. Please notify the office of your child's absence in advance and we will do our best to offer a suitable make up lesson. Make up lessons must be done within the same term of lessons missed. Make up classes are not offered for children who missed class without notifying the office. Refunds or Credits are not given for children who miss classes. There is a limit of 3 make up lessons per term. As our classes run at a ratio of one coach per 8-9 participants make up classes can only be offered where vacancies exist. This ensures we maintain a high level of quality in our Programs. We will do our best to accommodate.

We do not offer make up classes for Development and Competitive Classes.

All Junior, General and Teen Gymnastics classes scheduled on a Victorian public holiday will have their term fees adjusted pro rata.

Refund's – Junior, General and Teen Gymnastics

Pulse does not offer Refunds on classes. Members wishing to terminate their enrolment must do so in writing. Credits will only be given from the time of Pulse receiving written notification. Credits may only be used for direct family members.

Injured gymnasts will receive a credit from the time Pulse receives written notification of injury

Any gymnasts wanting to hold their position in a program must pay a holding fee.

Any credit is provided at the discretion of Pulse Gymnastics.

No credit will be given for membership fees.

*Credits will only be given where fees have been paid in full

Refund's – Development and Competitive Gymnastics

Pulse does not offer Refunds on development and competitive classes. Members wishing to terminate their enrolment must do so in writing. Credits will only be given from the time of Pulse receiving written notification. Credits may only be used for direct family members. For members using direct debit two weeks notification will be needed. Any credit is provided at the discretion of Pulse Gymnastics

Injured gymnasts in the competitive program will be expected to continue modified training. A reduced training fee will be applied. Please note that hourly rates in competitive classes decrease as training hours increase therefore a 50% reduction in training hours does not necessarily mean 50% reduction in fees.

*Credits will only be given where fees have been paid in full

Class Assessments

Gymnasts are constantly assessed during their class; however once per term a head coach / coordinator will assess children to make sure gymnasts are in the most suitable program. Parents may ask for their children to be assessed for a more advanced program at any stage, but the final decision will be made by a Pulse Gymnastics head coach. Once a gymnast shows competency in all areas we will contact parents directly to offer a more advanced class. Pulse Gymnastics encourages each gymnast to develop at their own pace, whilst being supported and guided by their expert coaches. Additional fees may need to be applied when changing programs.

Enrolment Details

It is the responsibility of the parent to make sure members enrolment details are up to date. If you do need to update your enrolment details, please notify the office.

All staff at Pulse Gymnastics are trained in First Aid and CPR and hold current accreditations. Therefore they can administer first aid when needed. This does not replace professional medical care if required.

If urgent medical attention is required, parents or the emergency contact will be contacted immediately.

Pulse Gymnastics will not hesitate to call an ambulance for any serious injury. All charges required for seeking medical attention are the responsibility of the parents/guardian. It is recommended parents have ambulance cover and private health insurance in case of a medical emergency.

Insurance

Insurance is included in the membership fee, it covers personal accident insurance. The insurance is provided by Jardine Lloyd Thompson. (JLT Sport Insurance)

What to wear to class

Gymnasts in Junior and General Gymnastics Classes have the option of purchasing the new club leotard. This leotard is preferable however tight fitting clothing such as shorts, leggings, t-shirt or singlet are also acceptable.

Hair should be tied back neatly. Jewellery is not to be worn, however small stud earrings are okay.

For older gymnasts antiperspirant deodorant may be necessary.

For gymnasts in the Development and Competitive Gymnastics Programs the club leotard is highly recommended and can be purchased through the office.

Pulse is not responsible for valuables brought to the gym.

Class Times

Start times: Pulse Gymnastics recommends arriving at the gym at least 5 minutes before your Childs class is scheduled to start. All classes start on time and it is vital that all gymnasts are ready to start their class. The warm up is an important part of program and ensures that the gymnasts are physical and mentally prepared for their session. Coaches will call their classes into the gym at the beginning of class. For safety reason parents are not permitted on the gymnastics floor or equipment unless they are supervising/assisting in the tumble tots program.

There are no discounts applied to classes if a gymnast arrives late or needs to leave early. The same applies if a gymnast is not able to commit to all training sessions set out for the program.

Completion of class: Gymnasts are dismissed inside the gym and coaches will walk the children into the foyer. Please come inside to pick up your child.

Parents must turn up on time to collect their child for the reasons of courtesy and safety. If it appears a participant will be left alone after a training session with just one child, another staff member or official will be asked to stay until the child is collected.

Please notify the office if you are running late to pick up your child we understand that this can happen from time to time.