



Essendon Keilor Gymnastics Academy

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, open the gate and invite the students 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 game with all the 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, then the coaches will divide the children into their classes. At any given time there can be up to six classes in the gym, made up of Beginners, Levels 1, 2 or 3 (all taking place at the same time).



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Website: www.ekga.com.au

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 focussing 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 take turns and learn to work independently at stations. Our coaches incorporate the three learning modalities into their teaching – auditory, visual and kinaesthetic – for example, listening to the coach, 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 the coaches to make such corrections and behaviour modifications as they see necessary. The children work best if they are not distracted by parents calling out suggestions or instructions from the viewing area.



End of class

Towards the end of 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 FUN!

We have 5-minute breaks between classes. This give the coaches time to talk to parents and answer any questions you might 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 via a credit card. The total tuition for the year is calculated and then divided into 26 equal payments. The payment comes off your card 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. If you wish to cancel your enrolment and direct debit, just give us 14 days notice by completing the online form or sending 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 are charged to your card every second Friday. If a direct debit payment falls due on a public holiday, the payment will be charged on the next working day. If you need to check when the next instalment is due, please contact the office and they will be able to advise you. Direct debit payments can be made via a Visa or Mastercard, including Visa/Mastercard debit cards.



Pay by the term

If you are not signed up for direct debit payments, you are required to rebook for each term. You will be emailed an account for the following term 5 weeks out from the end of the current term. This account will have a due date, which will always be the second-last Saturday of the term (ie 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 your payment by the due date, your child will be removed from the class list and his or her place may be allocated to someone from the waiting list. After the due date, we may accept late payments if there is space available in a suitable class.

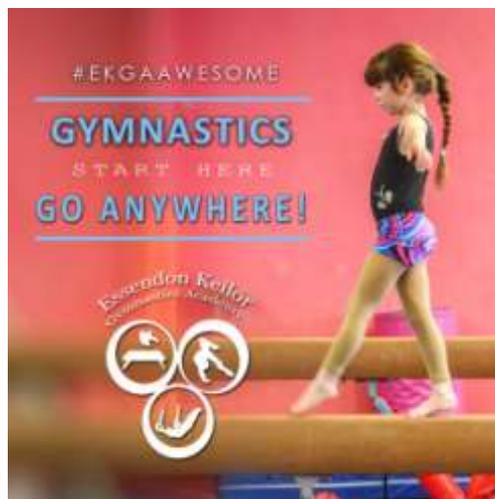
How to pay

- Pay in person by cheque, cash, EFTPOS or credit card at the office
- Pay online by visiting www.ekga.com.au

If you have not logged into our parent portal before, you may not know your password. Log in using the email address we use to send you information, then click on the "Forgotten Password?" link and you will be sent a password immediately. If you have a child enrolled in one of our classes, you are already a member and you do not need to create a new account.

Direct Debit Terms and Conditions

- When you register for direct debit, you are authorising Essendon Keilor 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 your 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 to with 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 the outstanding payments are made.
- In the case of repeated instances of insufficient funds, we reserve the right to cancel the direct debit arrangement and require the customer to pay up front 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 either by completing the Cancellation of Enrolment form on our website, or by emailing us at 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. It is essential to ensure all gymnasts are physically and mentally prepared for their gymnastic activities. Please ensure you arrive in plenty of time so your child can get changed, use the toilet / change nappies etc., and be ready to go by the starting time. Anyone arriving 10 minutes or more after the scheduled class time will not be able to participate. No refunds or make-up classes will be offered.

Children with 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 developmental 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 that you complete an Inclusion Support Plan to help us help your child to 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 the value of commitment and putting in 100% effort

Our coaches keep progression records for each child in their class. Using our skill tracking software the coaches record when a skill is introduced 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 of Enrolment 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 via email, attaching a copy of the relevant medical certificate. In these cases a refund will be applied from the date of the request. We will provide 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 with regard 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 enrolment for any person. Management reserves the right to ask any person 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 be clearly labelled with your child’s name.

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 condition such as asthma, diabetes, anaphylaxis, epilepsy, etc., 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. Please contact the office prior to the first class to ensure we have all the information 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 who will place it in the medication tub inside the gym for the duration of the lesson. Make sure you or your child collects it at the end of the class. Medication should be clearly labelled with your child's first and last name. If your child uses asthma relieving medication they 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.

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 strict ratios and class sizes, make-up 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 via email) we will provide you with a credit to the value of the missed class.

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 of nearby businesses. 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 (KinderGym classes only)

For our 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 or Twirling Tumblers classes, parents are not required to come into the class, however, we ask that you remain on side so you are on hand if your child needs to use the toilets.

Refunds

We offer a money back guarantee for new participants. Students who have never been enrolled in an EKG program before, and who cancel their enrolment within 30 days of their first class 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 the 30-day period has elapsed, we do not offer refunds for cancellation or change of mind.

Special events

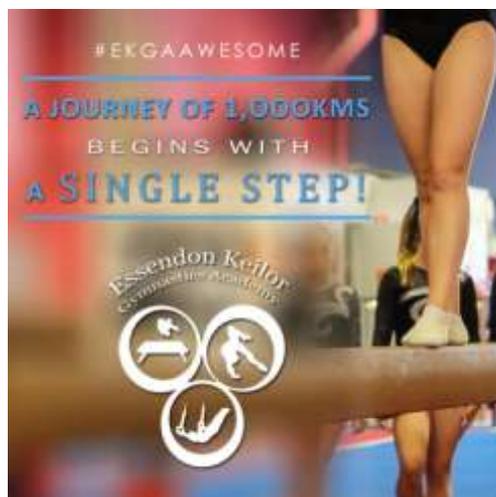
From time to time EKG hosts special events such as Fun Nights, Competitions, Holiday Programs and Skills Clinics. These are on an “opt in” basis and will incur an additional charge. Bookings are essential and can be made either at the office or through the parent portal. No refunds or credits are possible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

Siblings/additional children in parent-assisted KinderGym classes

The carer assisting a child to participate in a Tiny Tots or Squirts class will need to have both hands free at all times to assist their child. If you have a younger child with you the following options are available:

- Bring the baby in a pram or capsule and take this into the gym
- Wear the baby in a baby carrier (such as a Baby Bjorn or Ergo carrier)
- 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

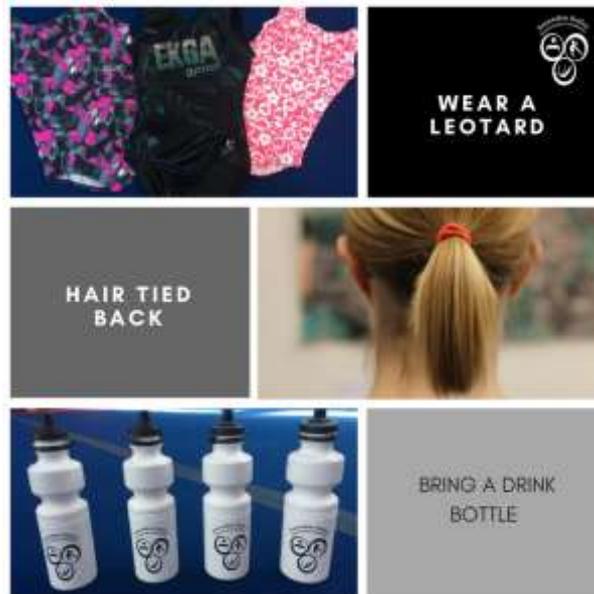
Classes operate during Victorian State School terms. There are no classes on any Federal or Victorian Public Holidays. You have not been charged for any public holidays that fall on the day of your child's lesson.

Toilets

Please encourage your child to go to the toilet prior to the commencement of class. Our toilets are unisex and we have 2 toilets 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 8 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, so long as it does not have a skirt attached. Leotards can be worn with bike shorts or leggings, or on their own. 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. Long hair should be tied up. To keep gymnasts all jewellery must be removed or taped over. This includes fitness trackers and earrings. Shoes, socks and street clothes should be left in the cubbies in the viewing area. Socks are only required for trampoline classes. All other classes require bare feet.



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