

## **MEMBER PARTICIPATION AGREEMENT 2025**

Thank you for choosing to take classes at Reach!

Please take the time to read through this document so that you are familiar with the terms of participation at Reach and the responsibilities of the primary account holder.

The policies we have outlined are based on the desire to provide consistent customer service, a safe environment and fairness for all of our members. Over time, changes may be required in order to adapt to circumstances. If changes are made, they will be communicated to all members by email.

Most of our members are under 18 years of age. In this case, please read this document with reference to 'you/r' as the primary account holder and 'your child' as the participant. If you are over 18 and also the primary account holder, please accept the reference to 'your child' as 'you/r'.

### **Communication**

Clear communication makes everyone happy!

Email is the primary member communication tool at Reach. Important information is delivered to members by email, so please ensure that you add us as a contact so that information from us does not end up labeled as junk.

To keep things simple, once a child is enrolled, the primary account holder, listed as the first responsible party on the customer portal, becomes the sole person responsible for all communication, account transactions and gymnastics decisions, including class changes and event entries, on behalf of the enrolled child. The nominated account listed on the customer portal will be used to process all charges as agreed. In case of a shared custody agreement, please allow us to remain impartial in support of your child by making personal arrangements to share decision making and make payments as required.

### **Payment of fees**

To complete your enrolment, you will need to provide credit/debit or bank account information through the customer portal. This is super easy and hassle-free, removing the stress of having to remember due dates for fees!

To add a payment method to your account:

1. Log on to our customer portal
2. Navigate to 'My Account'
3. Tap on the payment tab
4. Scroll down to select your preferred payment method; bank account or credit card

## 5. Tap 'Enter Payment Method' and follow the prompts

We will automatically debit your nominated account on the due date for the fortnight in advance.

Direct debits will continue each fortnight, automatically, until a cancellation (drop) request is received.

If additional costs are incurred through your child's participation with us including, but not limited to, event fees and uniform purchases, your account will be charged if payment is not received by the due date.

Should a payment be declined, you will be notified as soon as possible and the charge will be put through again the following day. Please ensure funds are available. A failed transaction will incur an additional administration fee of \$5.50 on each occasion, which will be added to your fortnightly tuition if required.

We will work through any payment problems with you, however, if we are not able to process a payment after 10 days, your enrolment may be cancelled in order to limit accruing overdue charges.

If you would prefer not to be charged by direct debit, you may arrange payment during office hours by EFTPOS, to be received by Reach by the due date. Despite this option, a card or bank account **must** be kept on file, which acts as a guarantee of payment. Any balance remaining on the due date will be charged to your account on file.

### **Storage of Information**

Your personal information will be handled with care. For purposes including registration and event entries, some details will be shared with our governing bodies, including Gymnastics Victoria and Gymnastics Australia, in line with the Gymnastics Australia Privacy Policy.

Reach utilizes iClassPro to manage our customer database, a world leader in class management software. Your personal details are stored online utilizing this software.

Payrix Australia Pty Ltd provides the payment gateway that integrates with iClass. Their direct debit user ID is 382220. Payrix Australia Pty Ltd is an authorized Direct Debit processor, with an Australian Financial License (AFSL no. 418105). All payment data is encrypted, stored and processed within a highly secure network. Its entire process is certified at the highest level of compliance with the Payment Card Industry Data Security Standards (PCI DSS).

### **Registration Fee**

An annual membership fee is charged for all members.

For all members, this fee includes membership with Reach, Recreational Gymnastics Australia and basic insurance cover.

If your child is a new member, the insurance and registration fee will be charged when you sign up, with payment required after your free trial class meaning you can make sure that gymnastics is right for your child before making a full commitment. The fee is good for one calendar year, regardless of your join date.

Marsh Advantage Insurance is the current insurance provider for Recreational Gymnastics Australia. Should you need to make a personal injury claim, this must be lodged within 30 days of the injury. To file a claim notification, follow this link - [Recreational Gymnastics Australia Insurance Program | Marsh Australia](#)

### **Competition Entry and Withdrawal Guidelines (Futures, AGC, Interclubs)**

- **Commitment:** Once competition dates are announced, families are expected to commit to all events. Our dedicated coaches work hard to prepare each gymnast, and participating in every competition is crucial for their development and team spirit.
- **Withdrawal Policy:** We understand that unforeseen circumstances can arise. Should your child be unable to compete due to a medical reason, a valid medical certificate is required to withdraw from the competition.
- **Entry Deadlines:** If we do not hear from you by the competition's entry closing date, your gymnast will automatically be entered, and you will be responsible for the associated entry fee.

### **Discounts**

**Family:** Gymnastics is fun for everyone! If you have two or more children enrolled with us, you will receive a 10% discount on tuition (applied to the lesser tuition - for immediate family members only)

Discounts cannot be applied to registration or event fees.

### **Public holidays**

Reach does not operate on public holidays. Members who have a class that falls on a Victorian metropolitan public holiday will not be charged for this class, so no make up class is required. Classes operate as usual on days surrounding public holidays (such as the Monday before Cup Day).

### **Make up classes**

We understand that life is busy! To help you accommodate temporary changes to your family schedule, we can arrange make ups for most classes.

**For members attending classes once per week:** Make up classes are not guaranteed, however can be arranged if a suitable alternative class is available. In order to be eligible for a make up class, your child's absence must be recorded as an excused absence in advance of

their class. For this process to work efficiently, a minimum of 24 hours notice of absence is appreciated.

A make up token will be added to your child's account following an excused absence and will be valid for 3 months. Make up tokens do not have a monetary value, so cannot be exchanged for refunds or credits, and they cannot be transferred between members/siblings or used once your enrolment ends. It is important to understand that tuition fees are paid for the place in the class your child has enrolled in, regardless of their actual attendance, but make up tokens help to provide some flexibility to accommodate irregular events, such as illness, appointments and family commitments.

All requests for make-up classes must be booked in advance by either phone or email, or requested directly through the customer portal no more than 7 days in advance. Under no circumstances can a make up class be requested in retrospect.

**For members attending classes twice or more per week** (including Competitive program levels: Futures, AGC and Interclubs): competitive gymnasts may now request make up classes under the following conditions:

- Make up classes must be taken in a class at the gymnast's current level or a level below.
- Availability is subject to class capacity—make up classes will only be allocated if there is space available.
- Make up entitlement is limited to the total number of class hours missed.
- Make up classes are not guaranteed to cover the full skill curriculum of the gymnast's current level.

All Competitive make up requests must be submitted at least 24 hours in advance via phone, email or directly through the customer portal. No make-up classes will be approved retrospectively.

### **Pause enrolment**

Create a schedule that suits you and your family! During each calendar year, you are able to pause your child's enrolment for up to four weeks.

You can put your child's place in a class on hold for a minimum of one week at a time, with a guarantee that your child's place in that class is secure. To request a pause, please fill in THIS form and provide at least 7 days notice. For the duration of the approved pause, fees will not be charged.

### **Extended absence**

**For members attending classes once per week:** If you need to take a break longer than four weeks for any reason, we can end your enrolment so that payment does not continue in your absence. This means that your child's place is released and available for other members. When you are ready to return to gymnastics, we will prioritise your request for a class over any application from new members to ensure we can help you find the most suitable class available at the time. Please note that it may not be possible to re-enrol in the same class as held previously. If you would prefer to guarantee your child's class day and time, you can continue to pay for classes during your absence and arrange make up tokens to use in the future.

**For members attending classes twice or more a week:** For athletes in these classes, a period of extended absence is only available in the case of illness or injury. If illness or injury results in a period of 2 weeks absence or more, and a medical certificate is provided, for the duration of the approved absence, fees will not be charged.

Our fee schedule has been created with continuous enrolment in mind in order to provide the best value for you. The hourly rate reduces as the number of hours trained increases, acknowledging the higher commitment. This also helps to compensate for sessions that individuals may choose not to train throughout the year for personal reasons.

### **Cancellation of enrollment**

If your circumstances change, you can cancel your enrollment with us at any time. It is the duty of the responsible account holder to provide notice of cancellation, please do not rely on a child to verbally let us know that he/she/they will no longer be attending classes.

To request a cancellation, please email us at [info@reachgymnastics.com](mailto:info@reachgymnastics.com) to make this request.

In order to process your request, a minimum of 14 days notice is required. Our administration staff will provide confirmation of your child's final class date, in line with the dates provided on our billing schedule. No refund is possible for cancellation requests received during a billing fortnight. The class will remain open for you to use through until the date our staff provide to you.

### **Operational adjustments**

Whilst we aim to maintain consistency wherever possible, sometimes change is unavoidable. Reach reserves the right to cancel or change class times and/or coaches if and when the need arises.

Charges will not be amended for sudden events that are outside the direct control of Reach (for example, if there is a power outage at the venue).

When change is necessary, we will provide you with as much notice as possible and maintain a fair and transparent approach to managing the associated difficulties.

Whilst we hope that trading restrictions are now behind us, please understand that we will need to comply with orders set by the Victorian Government in response to health situations. We will communicate clearly if and when required. To protect the health of our members, please do not attend our facility with any symptoms of illness.

Reach reserves the right to send a child home if they are exhibiting flu-like symptoms, such as a cough or runny nose or vomiting as this puts other members at risk.

No refund is available for classes not attended. A make-up class may be requested at no charge if a suitable class is available. Competitive classes will not be entitled to make-up classes due to a lack of suitable replacement class, no refunds will be applied as an alternative. Missed classes can be made up during that term only. Members can request a pause on their enrolment for up to 4 weeks in a calendar year. The pause option can only be utilised either once per calendar year for up to 4 weeks or four times per calendar year for one week each. The pause option requires one week notice to implement.

### **What to bring to gym**

For comfort and practicality, participants should wear active clothing to the gym with no buttons or zips that might get caught on our trampoline mats or damage our bars. During class, we turn upside down a lot, so make sure clothing is well-fitted to avoid it falling off or becoming tangled when circling bars. Be sure to tie back long hair for the same reasons. Once class has commenced, socks and shoes will not be used, with the exception of Ninja classes. Please ensure that children have shoes, socks and warm clothes to begin and to go home with.

Personal items (Pakenham) should be left in storage cubes. Bring along a water bottle. Be sure to label clothing and drink bottles so that they are easily identified in cases where similar items are brought by other members.

Please leave valuables at home as this facility's staff will not be responsible for any items that may be lost whilst visiting.

Items left behind that are not labelled will be disposed of after 30 days.

### **Arrival and pick up**

Be sure your student arrives 5 minutes before (no earlier please) his/her scheduled class time. Please pick up your student on time. Please inform us if you know you will be late picking up your student. Instruct your student to wait inside the building and you should escort them from the building to your car. During peak times the parking lot is crowded. Please take into consideration that our students may include young children. Please drive slowly and carefully. Do not take a chance on your student running to and from your car.

### **Spectators**

Space is available for parents to watch classes.

**Kids first:** Please ensure that you are aware of kids' needs so that they feel at home here.

**Safe:** You are welcome to take photos of *your* child. Please take care to capture images that do not include other children. Professional lenses will not be permitted. If you would like to take a posed photo, please see our customer service team before or after class.

Use seating as provided (do not move seats) to ensure that the walkways are kept clear.

Please respect our training space. Do not enter the activity zone unless invited. For safety, please take particular care of young children.

**Positive:** Enjoy watching your child and celebrate their effort at the end of the session. They have a lot to think about during class, so be careful not to distract them during class time.

### **Medical agreement**

As with any physical activity, injuries can occur whilst participating in gymnastics classes. However, we maintain high quality equipment, set up with ample space, and padding and our classes are well structured with a focus on progressive skill development, so they are not common place.

Your child's participation infers your acceptance of reasonable risk, for which you will not hold Reach liable. If urgent medical attention is required whilst in our care, you give permission for your child to be treated by medical personnel as arranged by the club and agree to pay such costs incurred.

For minor injuries or ailments, our staff will apply first aid according to their qualification and communicate with you as required for early pick up or to inform of any other minor treatment.

It is your responsibility to communicate any injury, illness or behavioural condition that may affect your child's ability to participate in classes and activities. Where such a condition is disruptive to a class, is unsafe or requires significant individual coach attention, we will communicate our concerns with you and seek your support to improve the circumstances. For the enjoyment and safety of all participants and coaches, we retain the right to respectfully withdraw membership if the experience of other members or staff is impacted significantly or repeatedly.

### **Photography**

Your child may be photographed by Reach staff or their representatives during any class or any sanctioned club event/activity. These photographs may be used for promotional purposes. Photographs may be displayed on noticeboards, placed in newsletters or used in flyers, website or on social media.

In the case that you do not wish your child to be photographed, please advise the club via the front desk.