

## **Fitnastics Australia (Recreational Gymnastics)**

### **1. Bookings and Payment**

- a. All term based Fitnastics bookings must be paid for in full to confirm the enrolment.
- b. In the case that the family wishes to use an Active Kids Voucher towards a term based Fitnastics booking, payment of the amount owing less \$100 must be paid for in full to confirm the enrolment.
- c. In the case that a parent/guardian is unable to pay for the enrolment at the time of booking, we will hold the child's position in the program until the end of office hours that day. If we have not received full payment by the close of office hours that day, the child's enrolment will be dropped.
- d. If anyone is experiencing hardship and is unable to pay for the term-based program in full upfront, we do offer that you can apply for a payment plan. This will include an upfront payment at the time of booking and then instalments evenly spread apart. The full payment is due to be settled before the child's last class for that term-based enrolment.
- e. Casual class bookings can only be booked in within 6 days of the booking date. Full payment must be made to confirm all casual class enrolments.
- f. Active Kids Vouchers will only be applied to term-based bookings and will not be applied to casual-based bookings.
- g. All bookings can be made through the use of our customer portal <https://app.iclasspro.com/portal/northernbeach> however if you wish to have a discount applied to your payment you must contact NBGA administration first in order for us to apply the discount to your charge. As per above, any enrolments that do not receive full payment at the time of booking will be dropped at the end of the office hours that day.

### **2. Refund Policy**

- a. In the case that you wish to receive a refund for any Fitnastics Program bookings, please click on the Refund Policy section within Program Policies on our website to access the NBGA Refund Request Form.
- b. Once our administration team has received your request form it will be forwarded to the Fitnastics Program Manager to review before processing.
- c. All Fitnastics Program refunds are subject to a 10% service fee. The only exceptions to this, fall within NBGA class cancellation which can be found in section 8 of this document.

### **3. Make-up class policy**

- a. Each child enrolled into a full term of Fitnastics Australia classes are entitled to as many makeup classes that are required within that term.

- b. We do require that you contact our administration team via email or over the phone at least 1 hour before your child's scheduled start time to notify us of your child's excused absence.
- c. Once we have set up an excused absence, we can apply up a make-up token on your account which will be emailed to you with the expiry date of that token being the last day of that term.
- d. Make-up tokens do not carry over to the next term if they have not been used by the expiry date (last day of that term).
- e. Make up classes are only possible where there are vacancies in classes.
- f. Make up classes cannot be booked in to occur before the date of the missed class.
- g. Missed classes in the last week of a term can only receive a make-up class if it occurs after the missed class, in the last week of term as the make-up token will expire on the last day of term.

#### 4. Trial Classes

- a. Each child is entitled to 1 free trial class when they start the Fitnastics Program for the first time.
- b. A child who has already used their free trial is welcome to enrol into additional trials within the Fitnastics program however those trial classes will not be free and will be charged at the casual class rate.
- c. For trial classes booked on a weekday (Monday – Friday), your child's trial enrolment in the class will be maintained until the end of our office hours the day after the trial class to allow you time to book in without losing that position in the class.
- d. In the case of a trial class on a Saturday, your trial enrolment will be maintained until the end of our office hours on the following day our office is open which is typically the Monday, however in the case of a public holiday falling on a Monday this will be extended until the end of business hours on the Tuesday.
- e. Trial classes can only be booked where there are vacancies in the class.

#### 5. Class Waitlists

- a. Our Fitnastics Program classes cannot be over-booked.
- b. We offer the exact number of positions in each of our Fitnastics classes that will maintain the correct coach to student ratio for the program based on the number of coaches we have available.
- c. A student can be placed on the waitlist for one of our Fitnastics classes on our computer system. This records the time and date in which you were placed on the list so that we can contact families in the order of priority based on when they went onto the list.

- d. When a vacancy becomes available, our administration team will contact the families on the list in the order of priority.
6. Pro-rata for term-based fees
- a. For any Fitnastics bookings that occur after the term has begun, our booking system will automatically pro-rata your charge to reflect the number of classes that will run for the period of time that your child will be actively enrolled.
  - b. Non-attendance during an enrolled period does not make the student eligible for pro-ration or crediting/refunding of fees for the missed classes.
7. Program Discounts
- a. Sibling Discount - For the Fitnastics Program, we offer the following sibling discounts to be applied to term-based fees:
    - a. First child will receive 0%
    - b. Second child will receive 0%
    - c. Third child will receive 30%
    - d. Fourth child will receive 50%
  - b. To receive the sibling discount the children all need to be actively enrolled during the same term.
  - c. Families with students enrolled into both the Fitnastics and Kindy gym programs are eligible to utilise the above sibling discounts across the two programs.
  - d. Families with students enrolled into the NBGA competitive program cannot utilise the above sibling discount system for their children in the NBGA competitive program. If they also have children in the Fitnastics and Kindy gym Australia program, those children would be eligible for the above sibling discount system.
8. Class cancellations
- a. All Fitnastics Program classes must have 6 active enrolments in the program in order for the class to run.
  - b. In the case that a class has not reached the minimum 6 enrolments, the Fitnastics Program manager has the right to either cancel the program or merge this program with another program (where suitable based on the age, skill level, type of class and merged class to coach ratio).
  - c. The following class merging options are seen by NBGA to be appropriate based on the above parameters:
    - i. Girls Pros and Girls Champs
    - ii. Girls Champs and Girls Aces
    - iii. Girls Aces and Girls Masters
    - iv. Boys Intermediate and Boys Advanced
    - v. Junior Tumbling Beginners and Junior Flips and Tricks
    - vi. Intermediate Tumbling beginners and Intermediate Flips and Tricks

- vii. Intermediate/Advanced Tumbling and Intermediate/Advanced Flips and Tricks
    - d. In the case that the Program Manager cancels a class due to enrolment numbers not reaching the minimum requirement, these students will be eligible for the following options:
      - i. Transfer the enrolment into a different class
      - ii. Credit of 100% of the amount paid for the class put back onto the families account
      - iii. A refund of 100% of the amount transferred back to the family. The following class merging options are seen by NBGA to be appropriate based on the following parameters (age, skill level, type of class and merged class to coach ratio):
        - 1. Girls Pros and Girls Champs
        - 2. Girls Champs and Girls Aces
        - 3. Girls Aces and Girls Masters
        - 4. Boys Intermediate and Boys Advanced
        - 5. Junior Tumbling Beginners and Junior Flips and Tricks
        - 6. Intermediate Tumbling beginners and Intermediate Flips and Tricks
        - 7. Intermediate/Advanced Tumbling and Intermediate/Advanced Flips and Tricks
9. Changes to class ratio:
- a. For the Fitnastics Program our student to coach ratio is between 1:8 and 1:10.
  - b. In instances where the student to coach ratio exceeds 1:8 in the Fitnastics Program we will utilise a variety of the following measures for that class group:
    - i. An assistant coach will be organised to work with the head coach for that group
    - ii. Additional apparatus space will be scheduled for that class group
    - iii. Longer periods of time scheduled for that class group on each of the apparatus
    - iv. The class group may merge with another group that NBGA classifies as appropriate (based on the parameters in the section above) and then this larger group will be split into multiple smaller groups.