



## **Important Information** (Terms and Conditions: Last Update 9<sup>th</sup> Sept 20)

### **Payments**

1. Classes are payable by Direct Debit using Love Admin. The same payment is due every month and is calculated pro rata so there is no change in fees when the club is closed for up to 16 days at Christmas, 10 days at Easter and all Bank Holidays. Closing Dates can be found on our website and in the gym.
2. Those children with classes at London Road on a Monday, unfortunately have fewer classes a year due to Bank Holidays. When possible, we will find a suitable alternative class time, but this is not guaranteed and the cost of each individual class is not refundable.
3. The fees for those classes at H&E Sports Centre are less than those at London Road to take account of Bank Holidays where there is no other suitable class time to make up the missed sessions. There may also be times when we are unable to use their facilities due to exams in the hall. The cost of each individual class is not refundable.
4. In addition to your monthly payments, there is also a £21.50 Annual Fee, which will be deducted from your account immediately after your second class and at the same time each year. This covers your individual Gymnasts Insurance.
5. Courageous Cats and Kicking Kittens (i.e those classes where an adult is in the gym with responsibility for their child) do not need individual insurance and hence the annual fee is £5.
6. If you decide to leave Stortford Gymnastics, we require 4 weeks' notice by email to [enquiries@stortfordgymnastics.com](mailto:enquiries@stortfordgymnastics.com). Please do not cancel your Direct Debit, for a number of reasons:
  - a. Your DD may cancel but you may still have an open mandate resulting in us charging you again
  - b. You will waive your ability to come along to your final classes
  - c. A £10 admin fee will be charged if this process is not followed, due to the extra admin required
7. Payments for all other goods and services (such as clothing) can be paid using your Love Admin account or by cash in a named envelope.
8. Refunds cannot be given for classes that are missed for any reason.
9. Stortford Gymnastics reserve the right to cancel classes due to exceptional reasons (e.g. severe weather, power cuts, pandemic) and will always consider the children's safety. No refunds are due.

10. Classes missed because of a pandemic cannot be refunded. This includes classes missed due to government directives (e.g. lockdown or the need to quarantine), illness or self-isolation. In the event of long term closure we will offer alternative online solutions.

## **Gymnasts**

1. Children must always be appropriately dressed to be able to participate in the lesson. i.e leotards/T-shirt/shorts/leggings. All garments should be tight fitting as loose clothing tends to expose skin when children are upside down. No crop tops should be worn. Club kit is not compulsory though is available to purchase at London Road.

2. All jewellery should be removed. Taped ears are allowed under our insurance policy for 6 weeks after piercing. After that, your child is not covered by our insurance. Long hair must be tied back so it is out of the eyes. We also ask for no denim, zips, buttons or hoods.

3. No shoes or socks for gymnastics, however those in our Trampolining classes **must wear socks**.

4. Coaches reserve the right to ask children to leave the gym if they feel that their behaviour is putting themselves or others in an unsafe situation.

5. Gymnasts must not leave the gym during a lesson unless they have permission from their coach.

## **Parents**

1. Parents of children aged 5 and under should stay at the gym whilst the children are in their lesson. Parents of older children are welcome to stay or to leave the premises. Please note that there may be times when a coach specifically requests that you stay or leave to aid their progress.

2. Parents should not enter the gym whilst lessons are in progress, unless they are invited to do so by a Coach. If invited to enter the gym, shoes must be removed.

## **Coaches**

Our coaches are all DBS checked, suitably qualified, trained in safeguarding procedures and attend regular First Aid courses.

**These terms and conditions are also displayed in the gym. If any changes are made, these will be highlighted on the display board.**