

Wellfit gymnastics Terms and conditions

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Wellfit gymnastics, provides a consistent and focused training experience for kids, enabling them to set goals, track their progress, and build upon their abilities with each term.

We strive to provide a structured and comprehensive gymnastics experience, where we can ensure progressive learning and skill development over the course of the term. Our program operates similarly to a school, with a set number of classes. The number of classes offered depends on the frequency of the package chosen by participants.

We recognize that it can be challenging to accommodate missed classes due to health and safety reasons. However, our team is dedicated to supporting you and your kids and will make our best efforts to provide assistance, as outlined in the section on make-ups.

1. Term fees

1.1. We would like to inform you about our policy regarding term fees for our gymnastics classes. Please note that enrolment in a class represents a commitment for the entire term, and we do not offer refunds under any circumstances.

1.2. This policy ensures the smooth operation of our program and allows us to effectively plan and manage our classes for the benefit of all participants.

2. Upgrade / downgrade

2.1. We have specific guidelines in place regarding the upgrade or downgrade of gymnastics term memberships. Please carefully review the following information:

2.2. Upgrading membership:

2.2.1. Upgrades can happen upon having not starting the program (not completed any classes), or have completed classes in week 1, 2, 3.

2.2.2. Requests for upgrades is only available until week 3 of the program. After this point, we are unable to accommodate any further changes.

2.2.3. An additional pro-rata payment may be required when upgrading your membership.

2.3. Downgrading membership:

2.3.1. Downgrading memberships follows a different process.

2.3.2. Downgrades can happen upon having not starting the program (not completed any classes), or have completed classes in week 1, 2, 3.

2.3.3. Requests for downgrades is only available until week 3 of the program. After this point, we are unable to accommodate any further changes.

2.3.4. We would like to inform you that refunds, if granted, are offered in the form of credit to be used towards another term. We do not offer cash refunds.

2.3.5. The remaining amount from the original term membership will be converted to a "top up" credit.

2.3.6. The "top up" credit can be used towards future gymnastics term packages or other services offered by our facility.

3. Make up classes

3.1. Make-up classes are granted for "excused absences" only and are subject to certain conditions and limitations. Unfortunately, missed classes are non-refundable/creditable. Wellfit gymnastics is unable to guarantee availability for make-up sessions. Please carefully review the following guidelines:

3.1.1. Availability and advance request:

3.1.1.1. Three make-up classes per term are allowed, provided there are available spaces within the program.

3.1.1.2. Members should not show up on a day without prior approval for a make-up class. The make-up classes may have limited spots available due to space constraints or equipment availability. If members show up without prior approval, it could exceed the maximum capacity, it may disrupt the instructor's ability to cater to everyone effectively.

3.2. Excused absences:

3.2.1. Make-up classes are granted for excused absences only.

3.2.1.1. Excused absences are limited to the following circumstances:

- 3.2.1.1. Injury
- 3.2.1.2. Illness
- 3.2.1.2. Request and documentation:
 - 3.2.1.2.1. To request a make-up class, please send an email to gymnastics.jvc@wellfit.me.
 - 3.2.1.2.2. For injury or illness-related absences, please attach a medical report to your request.
- 3.2.2. Maximum number of make-up classes:
 - 3.2.2.1. Each class enrolled in allows a maximum of three (3) make-up classes within the term.
- 3.2.3. Scheduling and timeframe:
 - 3.2.3.1. Make-up classes must be scheduled within three (3) days of the missed class.
 - 3.2.3.2. Make-up classes must be taken before the end of the term and cannot be carried over to the following term.
- 3.2.4. Rescheduling and class selection:
 - 3.2.4.1. Once the make up class is scheduled, it cannot be rescheduled again.
 - 3.2.4.2. We will make every effort to find an existing class with availability for the make-up session.
 - 3.2.4.3. If regular classes are full, make-up classes should be booked on the designated make-up class, which will be scheduled after the end of term.

4. Change of class

4.1. We understand that there may be circumstances where you need to change your child's original class booking. We have a process in place to accommodate class changes. We will make every effort to accommodate your request and find a suitable alternative class for your child based on availability. However, please note that class changes are subject to availability, and we cannot guarantee an immediate or specific change and we kindly request that you review the following guidelines:

- 4.1.1. Predetermined class schedule:
 - 4.1.1.1. Students are initially booked for classes on a predetermined day and time for the duration of the term.
- 4.1.2. Requesting a class change:
 - 4.1.2.1. If you need to change your child's original class booking, please speak with the coach or reception.
 - 4.1.2.2. Class changes are subject to class availability.
- 4.1.3. Time frame for class changes:
 - 4.1.3.1. Class changes can only be made up to week 3 from the start of the term.
 - 4.1.3.2. After this timeframe, we may not be able to accommodate class changes due to scheduling constraints.

5. Lost and damaged properties

- 5.1. Wellfit gymnastics shall not be held responsible or liable for any loss of or damage to personal belongings belonging to participants, regardless of the cause or circumstances. It is strongly advised that families do not bring any valuables to the facility. We recommend that you clearly label all of your child's belongings.
- 5.2. Any lost items found within the facility will be kept in a designated area for a certain period of time. At the end of each term, unclaimed items, excluding drink bottles, will be donated to goodwill or an appropriate charitable organization. Drink bottles left unclaimed will be discarded for hygiene reasons.
- 5.3. We encourage parents and participants to take necessary precautions to safeguard personal belongings and ensure that all items are securely labeled. Wellfit gymnastics and its staff will not be responsible for any loss, damage, or theft of personal belongings during your visit to the facility.

6. Photography

- 6.1. I acknowledge and understand that wellfit gymnastics may use images of my child for promotional purposes, including but not limited to advertisements, promotional videos, website materials, media releases, and other marketing materials. These images will be used solely for wellfit gymnastics/academies purposes and will not be shared or sold to external companies or individuals.
- 6.2. If I do not wish for my child's images to be used for promotional purposes, I will inform the reception and complete a non-consent form to indicate my preference.
- 6.3. I understand that by not completing the non-consent form, I am providing my consent for wellfit gymnastics to use images of my child for promotional purposes as described above.
- 6.4. If I have any questions or concerns regarding the use of my child's images, I will reach out to the reception or appropriate staff members for further clarification.

7.Refund

7.1.Members have the option to request a refund for gymnastic term packages purchased in exceptional circumstances. Refunds will be considered for the following reasons:

7.1.1.Illness

7.1.2.Injury

7.1.3.Relocation exceeding 30 kilometers away from wellfit jvc

7.2.To initiate a refund request based on one of the aforementioned reasons, a written notice must be submitted along with appropriate evidence. The evidence required may include:

7.2.1.Stamped and approved medical certificate, valid for a period not exceeding six months, in the case of illness or injury.

7.2.2.Visa cancellation document, in the case of relocation.

7.2.3.One-way flight ticket, in the case of relocation.

7.3.Upon receipt of the requested documentation, the management will thoroughly review the circumstances. It is important to note that the decision to grant a refund will be at the sole discretion of the management.

8.Suspension of term package

8.1.We would like to clarify that the freezing of any term membership is not permitted at wellfit gymnastics. It is important to maintain consistent attendance and participation throughout the duration of the term.

9.Arrival / pick up

9.1.To ensure a smooth and effective gymnastics experience, we kindly request that gymnasts arrive on time for their classes. Participation in the warm-up is crucial for a safe and productive training session.

9.2.For those who arrive early, we provide a designated seating area where gymnasts and their guardians can wait quietly. We kindly ask that you refrain from moving freely around the gymnasium during ongoing classes, as it may disrupt the focus and concentration of the participants.

9.3.It is equally important to collect your child from their class on time. We kindly ask parents to make the necessary arrangements to ensure timely arrival at the gym for pick-up. This helps maintain the smooth flow of classes and ensures the safety and well-being of all participants.

10.Gymnastic attire

10.1.To ensure the safety and proper training of all gymnasts, we kindly request adherence to the following dress code guidelines:

10.1.1.Girls: gymnasts are required to wear a leotard. Please note that ballet leotards with attached skirts or frills are not permitted.

10.1.2.Boys: gymnasts should wear shorts along with a tight-fitting t-shirt.

10.2.In addition to the dress code, it is important to maintain neat and tidy hair. We kindly ask that hair always be tied back to prevent any interference during training.

10.3.For safety reasons, no jewelry is to be worn during training. This includes watches, necklaces, bangles, and any other accessories.

11.Parents and visitors

11.1.Parent presence: parents of gym tots gymnasts should be present in the waiting area for the duration of the training session.

11.2.Restricted areas: parents/guardians are not permitted to enter the main training area but are welcome to stay on the mezzanine floor if they wish to observe the session.

11.3.Communication with coaches: parents and guardians are not allowed to approach coaches during classes. However, if you need to speak with a coach, please find an appropriate time outside of the designated class time.

11.4.Photography and video: all parents, guardians, and gymnasts must ensure that any photographs or videos taken of children are not used in a way that could jeopardize their safety. Parents and spectators are not allowed to take photographs or videos of members during training sessions. It is important to respect the privacy and safety of all gymnasts. Please refrain from posting photographs or videos on social media that may include other gymnasts without the expressed permission of their parents. If you notice someone operating a camera without permission, please inform a member of staff.

11.5.Behavior and discipline: gymnasts in our gym tots programs who consistently cry, refuse to partici-

pate, or exhibit disruptive behavior by running around or jumping on equipment, and are unable to follow instructions from the coach, may not be accepted into the program until they reach an age where their concentration and discipline levels improve. This ensures a positive learning environment for all participants.

11.6. Respectful conduct: any parent who displays verbal abuse, attempts to intimidate, engages in flagrantly rude behavior, or cannot control their language or actions towards wellfit gymnastics staff members will be asked to leave immediately and may be permanently barred from entering the facility again. Additionally, enrollment of their child(ren) may be immediately revoked without compensation.

12. Gymnasts

12.1. To ensure a positive and respectful environment at wellfit gymnastics, we kindly ask all gymnasts to adhere to the following guidelines:

12.1.1. Punctuality: gymnasts are required to arrive at least 10 minutes prior to the start of their scheduled classes. Late arrivals may be refused admittance as they would have missed the warm-up session.

12.1.2. Respectful conduct: gymnasts should cooperate with coaches, staff, and fellow members, and behave in a courteous and civil manner, maintaining high standards of sportsmanship.

12.1.3. Supervision on equipment: gymnasts are not allowed to be on the equipment without the supervision of a coach. This ensures their safety and prevents any unauthorized use of the equipment.

12.1.4. Eating and drinking: eating and drinking are only permitted in designated areas to maintain cleanliness and safety within the facility.

12.1.5. Water bottle use: gymnasts should use the water bottle holders provided during a session to keep their water bottles secure and easily accessible.

12.1.6. Parent/guardian presence: gymnasts are not allowed to leave the premises without the presence of their parents or guardians to ensure their safety and security.

12.1.7. Valuables and lost items: we strongly advise against keeping valuables in the changing rooms, and we cannot assume responsibility for any lost or stolen items. It is recommended that all items of clothing are clearly labeled with the gymnast's name for easy identification.

12.1.8. Inappropriate behavior: inappropriate behavior, including the use of foul language, racial slurs, rude gestures, disrespect towards others or property, bullying, and verbal or emotional abuse, will not be tolerated at wellfit gymnastics. It is important to consider the impact of our words and actions on others and to treat everyone with kindness and respect.

13. Fee increase

13.1. Please be advised that wellfit gymnastics conducts an annual review of its fees. As part of this review process, fees may be subject to increase from time to time.

13.2. We understand that fee adjustments can impact our members, and we strive to ensure that any changes are made in a fair and reasonable manner. The purpose of fee increases is to maintain the high standards of our services, facilities, and programs, enabling us to provide enriching gymnastics experience for all participants.

13.3. We will notify all members in advance of any fee adjustments, providing transparent and detailed information regarding the revised fees.