Booking Terms & Conditions

2026 Bunnerong Gymnastics Association Inc

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1. Enrolment

- Enrolment at Bunnerong Gymnastics is for a full term and follows the New South Wales school terms calendar.
- Enrolments do not automatically carry over to the next term. Parents/guardians must re-enrol for their preferred class before the start of each new term.
- By enrolling you acknowledge you agree with Bunnerong Gymnastics terms and conditions.

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2. Bookings & Payments

- The registered parent or guardian is responsible for managing the account and associated payments.
- All bookings are subject to availability and must be made via our online booking system, over the phone, or in person.
- Full payment is required at the time of booking to secure your child's place.
- We accept Visa, Mastercard, Active Kids Vouchers and bank transfers (where applicable).
- If funds are unavailable and your bank issues a dishonour or overdrawn fee, it is the cardholder's responsibility to cover that fee.
- Bookings are non-transferable and valid only for the selected term or session.
- Students enrolling mid-term will have their fees prorated accordingly.
- Bunnerong Gymnastics is unable to mediate split fees for shared custody arrangements. It is the responsibility of parents/guardians to coordinator payments privately.
- Online bookings incur a service fee per transaction, which is passed on to the customer at the time of enrolment.

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3. Trial Lessons

- Trial lessons are subject to availability and can only be booked if space permits in the chosen session.
- If a child completes a paid trial and then enrols for the same term, the cost of the trial may be credited towards the term fees.
- Trial lessons completed in a different term to the full-term enrolment are not eligible for a fee credit.

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4. Cancellations & Refunds

- Cancellations by Parents/Guardians:
    - No refunds or credits are provided for missed classes.

- Accounts will not be paused or credited for holidays or time taken off during the term.
- All term fees are non-refundable. Cancellations will incur a two-week penalty cancellation fee from the date written notice is received. Cancellations must be submitted in writing to info@bunneronggym.com.au. Children are not permitted to attend during this two week period.
- In cases of serious injury or illness lasting three weeks or more, a credit may be considered upon presentation of a valid medical certificate and is subject to management approval.

- Cancellations by Bunnerong Gymnastics:
    - If a session is cancelled due to unforeseen circumstances (such as weather, staff illness, or facility issues), a make-up class or credit will be offered to affected participants.

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5. Non-Attendance and Make-Up Classes

- No refunds, credits or fee transfers will be provided for missed classes.
- A maximum of two make-up classes per term may be offered at our discretion, subject to availability.
- All absences must be reported in advance, via email or phone, to be eligible for a make-up class. Missed classes cannot be carried over to future terms or used for holiday programs.
- Make-up classes have no cash value and cannot be exchanged for credits or refunds.

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6. Injury Protocol

All Students

- It is the responsibility of the parent or guardian to notify Bunnerong Gymnastics of any injury, medical condition or illness that may affect their child's ability to safely participate as soon as practicable by emailing info@bunneronggym.com.au. This includes injuries sustained outside of Bunnerong Gymnastics. Notification must include a description of the injury and a medical certificate, where applicable. Ongoing updates regarding the student's recovery and any medical instructions must be provided to the Head Coach throughout the injury period.
- Parents/guardians acknowledge that participation in gymnastics carries inherent risks. While Bunnerong Gymnastics takes all reasonable precautions to provide a safe training environment, it shall not be held liable for injuries sustained during training or competition. It is the responsibility of parents/guardians to ensure their child is covered by appropriate personal accident insurance policy.
- Bunnerong Gymnastics reserves the right to request a medical clearance certificate before allowing a student to resume participation. A formal medical clearance is required prior to returning to full training. This clearance must outline any restrictions, modifications or return-to-sport guidelines (if applicable), and must be

submitted to the Head Coach at least 48 hours prior to the students return to allow for appropriate review and planning. Bunnerong Gymnastics reserves the right to deny to limit participation until adequate documentation has been received and assessed.

- Where appropriate, Bunnerong Gymnastics may recommend or require the student to engage in physiotherapy or a rehabilitation program. Parents/guardians agree to support compliance with any prescribed rehabilitation program, including where elements may be incorporated into supervised training sessions.
- Fees remain payable throughout the injury period unless a formal credit has been approved for a long-term injury (three weeks or more), supported by medical documentation and subject to management approval. Attendance in a modified, conditioning-only or observational capacity is considered active participation and does not qualify for a fee reduction.
- Our priority is to provide a safe environment for all students and coaches, and we appreciate your cooperation in supporting this policy.

Recreational, development, foundational & Level 1 & 2 National Students

- To ensure the safety and wellbeing of all students and coaches, students must not attend or participate in classes while injured without appropriate medical clearance.
- Students wearing a cast, brace, moon boot, sling or any similar support device are strictly prohibited from participating in gymnastics classes. Due to the dynamic and high-impact nature of gymnastics, participation while injured poses a significant risk of further harm to the student and potential risk to other students and coaches.
- If a student has sustained an injury (including but not limited to sprains, fractures, strains, dislocations or suspected concussion), they must not return to class until fully recovered or until written clearance has been provided by a qualified medical professional. Bunnerong Gymnastics reserves the right to determine whether participation is appropriate, even where clearance has been provided.

Competitive Squads Levels 3 + and MAG

- In the event of an injury, competitive students (Level 3 + and MAG) may be provided with a modified training plan. This may include conditioning, non-weightbearing activities, flexibility, shaping drills or skill-specific progressions, as appropriates. Participation in modified training is expected unless a medical certificate advises complete rest.
- Injured competitive squad and MAG students may continue attending scheduled training sessions and registered competitions, provided appropriate medical clearance has been obtained. With approval from both a qualified healthcare provider and the Bunnerong Gymnastics Head Coach, students may remain engaged with their squad through observation, corrections, and modified strength and conditioning activities where safely possible. Continued attendance in a limited capacity supports psychological wellbeing and team integration during recovery.
- Students experiencing extended absences or restricted participation due to injury may be re-evaluated for competition eligibility and/or squad placement. All decisions regarding competition readiness, skill modification, routine composition,

or ongoing squad placement remain at the sole discretion of the Head Coach and are based on student safety, preparedness, and squad performance standards.

- Placement in a competitive squad, and ongoing lesson planning and student development, require consistent attendance and commitment. Extended absences may affect skill retention, physical conditioning, confidence, routine readiness, and progression. The coaching team cannot be held responsible for setbacks resulting from missed training.

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7. Event Entry Fees

- Entry fees for all events – including trials, competition, carnivals and displays must be paid in full to confirm enrolment.
- Event places may fill before the advertised closing date. To avoid, missing out, please complete your enrolment as early as possible.

Bunnerong Events:

- Entry fees for Bunnerong Gymnastics events are non-refundable, non-transferable, and not eligible for credit under any circumstances.
- Late entries may not be accepted.
- If spaces remain available, you may apply for a late entry by emailing info@bunneronggym.com.au. Please note that a minimum $50 late entry fee will apply to all 2025 Bunnerong events.

External Events:

- Enrolment in external events is subject to the terms, conditions and cancellation policies of the respective organisation. Eg see Gymnastics NSW - Event Policy
    - Late entry fees for external events may apply if allowed and imposed by the event organisers. The fee will be set by the respective organisation. Bunnerong Gymnastics may also impose a minimum of $50 administration fee for any requests without guarantee external organisation will accept.
    - Final Event Schedule & Order of work will be sent to all enrolled students. No requests will be made with external provides for changes to their order of work.

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8. Uniform or Costumes

- Members of Competitive Squads and selected Recreational classes participating in competitions, carnivals, or displays are required to wear the designated uniform. This may include, but not limited to: leotards, tracksuits and costumes.
- These items are not included in program fees. It is the responsibility of the parent/guardian to purchase the required uniform to ensure the gymnast is eligible to participate.
- As uniforms/costumes are custom-made, please allow up to three months for delivery.
- All uniform and costume purchases are final. As items are made to order, no refunds or credits will be provided for change of mind or incorrect sizing.

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9. Food and Water

- All students must bring clearly labelled personal water bottle to every class. Bottles should be taken in to the gym and placed in the tubs provided for each session. Please note: glass bottles are not permitted, and only water is allowed.
- A water bubbler is available in the ground floor kitchen for refilling before or after sessions only, not during class.
- Alcohol is strictly prohibited on the premises at all times.
- Bunnerong Gymnastics is a nut free facility, NO nuts are permitted under any circumstances.
- Chewing gym is NOT allowed anywhere on the premises.
- Food is not to be brought in to the gym, or consumed in the foyer or waiting areas.
- Students in Levels 4-5 National may bring a healthy snack for their scheduled break. Snack time will be supervised by the rostered coach in the ground floor kitchen. Students are expected to clean up after themselves before returning to class.
- Designated break times may be allocated throughout the term. All students must adhere to the above food and water guidelines during these periods.

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10. Personal Property

- Bunnerong Gymnastics is not responsible for any lost, stolen, or damaged personal belongings.
- Valuables should not be brought to the gym.
- Any found items will be place in the lost property box located on the ground floor kitchen area.
- Please note, staff are not available to search for lost property on behalf of members. You are welcome to visit the gym outside of your scheduled class times to check the lost property area, however will not be permitted within the gym area while classes are on.
- Items not collected within a few weeks will be donated to charity.

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11. Animals

- Animals are not permitted inside the gym or anywhere on the premises, including inside the gated area/decking and the carpark.

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12. Health & Safety

- Children must wear appropriate gymnastics attire, such as a fitted activewear, shorts, t-shirts, leotards or swimming costumes.
- Clothing must be free of zippers, buttons, jewellery, crop tops, or loose-fitting items, as these may pose safety risks.
- Long hair must be tied back securely before entering the gym.
- All students must participate barefoot while inside the gym for safety. Appropriate footwear should be worn to and from the gym.
- Parents/guardians are required to disclose any medical conditions, allergies, or additional needs during the enrolment process and notify us of any updates throughout the term.

- If your child requires medication, eg EpiPen, asthma inhaler, it must be brought to class clearly labelled and handed to the supervising coach before the session begins.
- Bunnerong Gymnastics is not liable for injuries resulting from failure to follow coach instructions or due to pre-existing medical conditions.
- In the event of illness or injury, staff will administer basic first aid and, if necessary, call for medical assistance.
- By enrolling, you authorise Bunnerong Gymnastics staff to seek emergency medical care for your child if required, and agree to cover any associated costs.
- For safety reasons, parents/guardians should not approach students or coaches during class. Interruptions can pose a distraction and increase the risk of injury.
- Parents are not permitted on the gymnastics training or competition floor, unless specifically advised by staff.
- Calling out to children from observation areas is not permitted, as it disrupts the flow of the class and can distract both students and coaches.
- Parents should ensure that their child does not run over to them during training or competitions. If this does occur, please ask your child to refrain from doing so unless given permission by a coach.
- If you would like to speak with your child's coach, please arrange an appropriate time outside of training or competition hours. This can be organised directly with your child's coach/admin staff (for Recreational students) or through the Head Coach via Slack (for Squad students).

Child Protection & Working with Children Compliance

- Bunnerong Gymnastics is committed to providing a safe, inclusive, and child-focused environment in line with the *NSW Child Safe Standards.*
- All staff hold valid Working with Children Checks (WWCC) and follow strict internal procedures for identifying and reporting any concerns about a child's safety or wellbeing.

Assumption of Risk

- Parents/guardians acknowledge that gymnastics is a physically demanding activity that comes with inherent risks, including the possibility of personal injury, property damage, or other loss.
- While Bunnerong Gymnastics takes all reasonable steps to provide a safe environment, we are not liable for any injury, accident or loss that may occur during classes, training, displays, competitions, or any other club-related activities.
- Participation is voluntary. By enrolling in any class, program, or event, you accept and assume full for these risks.

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13. Supervision, Drop off and Pick Up

(In accordance with the *Children and Young Persons (Care and Protection) Act 1998 (NSW),* and *NSW Child Safe Standards)*

- Timely Drop-Off and Collection

- Parents and/or legal guardians are responsible for ensuring that children are dropped off and collected promptly at the scheduled start and end times of their class.
- Staff duty of care commences at the start of the class session and concludes at the scheduled end time, unless otherwise agreed in writing.

- Failure to Collect
  - Staff are not available to supervise children outside of scheduled class times and have ongoing coaching responsibilities.
  - Where a child is not collected within 10 minutes of the session's conclusion and no prior arrangements have been made, reasonable attempts will be made to contact the parent/guardian using the contact details provided at enrolment.
  - Repeated late pick-ups may incur a fee or result in a review of enrolment.
  - If a child remains uncollected beyond a reasonable timeframe (typically 30 minutes) and no contact can be made, Bunnerong Gymnastics reserves the right to contact the NSW Police Force or Department of Communities and Justice (DCJ) as per its obligations under child safety legislation.
- Authorised Collection
  - Children will only be released to individuals listed as authorised on the child's enrolment form or as otherwise advised in writing.
  - Identification may be requested before a child is released to an unfamiliar authorised adult.
- On-site Supervision Requirements
  - For specific programs, particularly those involving children under the age of 5, a parent or guardian is required to remain on site for the duration of the session unless written exemption is provided by Club management.
  - Bunnerong Gymnastics reserves the right to require on-site parent/guardian supervision at its discretion, based on the age, needs, or behaviour of the child.
- Duty of Care and Safety
  - Bunnerong Gymnastics staff are responsible for students only during their scheduled class time.
  - Children must not be left unsupervised in the foyer, carpark, or other areas of the premises before or after class.
  - Parents/guardians must remain with their child until class begins and ensure prompt collection when class ends.
  - Bunnerong Gymnastics staff will exercise reasonable care and supervision in accordance with applicable NSW laws and the Centre's child protection policies.
  - In the event of an emergency or if the safety of the child is compromised, the Centre may take reasonable actions, including contacting emergency services.
  - All fire exits must be clear at all times. Parents, guardians and siblings are not permitted to sit or stand the fire exit stairs or the landing between the gym and the office.
  - Parents, guardians, siblings, additional friends or family cannot enter the gym or building unless it's an emergency and instructed by coaching staff. Parents and guardians are welcome to observe from the foyer or

observation area. These rules are in place to enhance class productivity and student safety.

- Your cooperation in this process is appreciated if you wish for your child to attend class.

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14. Code of Conduct

At Bunnerong Gymnastics, we are committed to creating a safe, respectful, and inclusive environment for all students, staff and families. By enrolling, all participants and their families agree to uphold the following standards:

- We promote a positive, respectful, and inclusive environment for all members of our community.
- Bullying of any kind, whether towards students or staff, will not be tolerated. Bullying is recognised as ongoing behaviour that negatively impacts mental health, and must be taken seriously. All students and parents must be made aware of this policy.
- Any form of abuse, intimidation, threats, rudeness, passive aggression, coercion, disruptive or unsafe behaviour, whether written, verbal or physical, may result in immediate termination of enrolment without refund.
- Verbal or physical abuse towards staff, students, or other members is strictly prohibited.
- Parents/guardians must inform anyone involved in dropping off or picking up children that they are also expected to follow our Code of Conduct.

Participation & Conduct in Class

- Bunnerong Gymnastics is a dedicated gymnastics centre, not an after-school or child-minding service.
- While we welcome students of all abilities, ongoing disruptive behaviour that affects the quality of the session or prevents others from learning will not be accepted.
- All children are expected to follow instructions, show respect to coaches, peers, and behave safely at all times while participating in classes or events.
- Repeated disruptive or unsafe behaviour will be addressed by staff and may result in discussion with parents/guardians.
- In cases where behaviour does not improve, Bunnerong Gymnastics reserves the right to suspend or cancel a student's enrolment to maintain a safe and positive learning environment.

Child Safety & Reporting

- It is important that students report any concerning behaviour from a coach, staff member, or fellow student to a parent/guardian. This includes but not limited to:
    - Poor or inappropriate language
    - Threatening or intimidating behaviour
    - Unwelcome or uncomfortable physical contact
- Once aware, parents/guardians must report concerns immediately to a senior coach or the Club Manager.

- If a parent/guardian behaves in a way that breaches the Code of Conduct, Bunnerong Gymnastics reserves the right to cease communication, deny them access to the premises, and decline their attendance at events such as displays or competitions. A new authorised contact person will need to be provided.
- Adults must not approach or speak to children, other than their own, on the premises. If you are concerned about a child's wellbeing, please notify a staff member immediately. Assistance should only be offered to another child if you have a family relationship with them and it is safe to do so.

Physical Contact in Coaching

- Gymnastics coaching may at times involve appropriate physical contact to ensure safety, assist with alignment, or support movement.
- In most cases, coaches will explain their actions or ask permission to ensure the child feels comfortable and safe. However, for safety reasons, coaches may need to act quickly: for example, to prevent a fall or assist with a skill.
- We ask that parents/guardians support their child in understanding the difference between appropriate and inappropriate touch, and encourage open communication about their experiences in class.

General Expectations

- Bunnerong Gymnastics does not support gossip, negativity, or behaviour that undermines our community values. All members, families and friends are expected to support our positive environment and be happy for others' progress and achievements.
- If you are not satisfied with the service we provide, you are welcome to withdraw. However, disruptive or toxic behaviour will not be entertained.
- Bunnerong Gymnastics reserves the right to decline future enrolments from families whose behaviour is not aligned with our Code of Conduct.
- Parents/Guardians must inform whomever is dropping off or picking up students that they must adhere to our *Code of Conduct.*

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15. Class Progression & Program Placement

- Class placement and progression are based on skill level, physical readiness, and coach assessment, not solely on age or length of enrolment.
- All placement decisions are made at the discretion of the coaching team to ensure student safety and development.
- Parents will be informed of any recommended changes to their child's class level or program.

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16. Use of Facilities & Restricted Areas

- For safety reasons, children and families must remain in designated public areas of the facility unless invited by a coach or staff member.
- Equipment and training areas are only to be used during supervised sessions.

- Access to restricted areas is not permitted; including but not limited to: gym floor beyond the foyer and observation area, office, staff room, shared stairwell to office and Bloomingdales Lighting.
- Any misuse or damage to the facility may result in disciplinary action, including withdrawal of enrolment.

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17. Data Protection

- All personal information collected by Bunnerong Gymnastics is solely for class administration and communication purposes.
- Bunnerong Gymnastics is affiliated with Gymnastics Australia and Gymnastics NSW. As part of this affiliation, we comply with their *National Affiliation Standards* and *Terms and Conditions*.
- All students are required to hold annual membership/registration (per calendar year), and as such student information is shared with the Gymnastics Australia and Gymnastics NSW for registration and insurance purposes.
- We comply with relevant data protection laws and will not share personal information with any third parties without your consent, unless required by law.

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18. Events, Displays and/or competitions

- Enrolling your child in recreational classes does not guarantee participation in events, displays or competitions.
- Enrolling in our competitive program means your child is expected to be an active and committed participant in class.
- Students in the competitive program are expected to take part in relevant trials and competitions as part of their commitment.
- Coaches and staff must be treated with respect at all times. Any harassment or abuse, especially regarding competition selection, may result in termination of the student's enrolment.
- Participation in events run by Bunnerong Gymnastics, or by external invitation, is considered a privilege, not a right.
- All families are expected to follow our terms and conditions. Any breach may result in the loss of your child's place in the program.

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19. Communication & Responsibilities

- It is the responsibility of parents/guardians to stay informed about important updates, including drop off and pick up procedures, and to contribute positivitely to the gym's community and culture.
- We appreciate your patience when contacting our administration team. As they work within limited business hours, email responses may take up to two business days, and voicemails will be returned on the next business day when staff are on shift.

- Please note that Bunnerong Gymnastics is unable to assist with personal scheduling matters or conflicts caused by external commitments or individual choices that impact your child's attendance.
- Our administration team is here to support general enquiries related to the program, but cannot act as a personal assistant or concierge service. Staying informed and up to date with class and program information is the responsibility of each parent/guardian.
- Parents/guardians are responsible for regularly checking their email inbox (including junk/spam folders) for invoices and important communication, and for ensuring their contact details are current.
- To update your information, please email info@bunneronggym.com.au

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20. Complaints & Feedback Procedure

- Bunnerong Gymnastics welcomes constructive feedback and values open communication with families
- If you have a concern, we encourage you to speak respectfully with a staff member or contact the office via email
- Formal complaints will be acknowledged and followed up in accordance with our internal policy.
- Aggressive, threatening or disrespectful communication towards staff or coaches may result in the suspension or termination of enrolment.

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21. Traffic and Parking Policy

- Bunnerong Gymnastics operates within a shared commercial site located in a residential area. There is no onsite parking available on our premises. Parents/guardians must comply with all NSW State traffic regulations when using public roads near the facility.
- By enrolling, you agree to follow all traffic and parking rules, including the drop off and pick up procedures. This includes, but not limited to:
    - No parking on Bunnerong Gymnastics private property – this is staff parking only
    - No parking on the premises of Bloomingdales Lighting
    - Respecting the shared site, including staff vehicles, personal property, and all individuals working at or occupying nearby businesses.
- Staff parking spaces are strictly off limits to parents and guardians. Vehicles parked in staff-designated areas:
    - May be towed at the owner's expense
    - May be blocked in by coaching staff who are supervising children and unable to move their vehicles during lesson times. In such cases, your car may remain blocked for several hours until staff are available.
- Failure to comply with these polices may result in the termination of your enrolment.

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22. Weather & Environmental Disruptions

- In the event of extreme weather conditions (eg as high temperature heat, storms, poor air quality, or power outages), classes may be modified, postponed, or cancelled to ensure the safety of all participants.
- Where possible, alternative arrangements will be offered; rescheduling or make-up lessons
- Families will be notified via email or Slack (for competitive squads) of any changes to scheduled sessions due to environmental conditions.

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23. Lockdown or Pandemic

- In the event of a government-mandated lockdown or pandemic-related disruption, classes may be temporarily suspended. Where possible, make-up lessons will be offered once classes resume.
- In circumstances where in-person classes cannot be held during a lockdown, Bunnerong Gymnastics may offer online strength classes via secure video link.
- Parents/guardians are responsible for supervising children during online sessions and ensuring a safe space for participation.
- All participants are expected to behave respectfully and follow class instructions while online.
- Screenshots, recording, or sharing of online sessions is strictly prohibited to protect the privacy of all participants.
- If make-up lessons are not available, a credit will be applied to your account. However, if make-up options are provided and you are unable to attend due to personal scheduling conflicts, no credit will be issued.
- Bunnerong Gymnastics reserves the right to adjust timetables, procedures, and fees as necessary in response to lockdowns, government health directives, or other pandemic-related circumstances.

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24. Photography & Media Consent

- Bunnerong Gymnastics may occasionally take photographs or video recordings of students during classes, events, or club activities for use in promotional materials, social media, newsletters, or the club's website.
- This is managed in accordance with:
    - The *Privacy Act 1988 (Cth)*
    - The *Children and Young Persons (Care and Protection) Act 1998 (NSW)*
    - The *Child Protection (Working with Children) Act 2012 (NSW)*
- Your rights:
    - If you do not give consent for your child to be photographed or filmed, you must notify us in writing prior to the commencement of the class or event.
    - You may withdraw your consent at any time by providing written notice to info@bunneronggym.com.au
- In-Gym Filming/Photography Policy:

- To protect the privacy, dignity, and safety of all children, unauthorised photography or filming by parents, guardians, or visitors is strictly prohibited within the gym facility.

- By booking a class or enrolling your child at Bunnerong Gymnastics, you acknowledge that:
  - You have read and understood the Photography & Media Consent Policy.
  - You consent (or do not consent, if you have notified us in writing) to your child being included in media as describe above.
  - You understand your right to withdraw this consent at any time.

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25. Changes to Terms and Conditions

- Bunnerong Gymnastics reserves the right to amend these Terms and Conditions at any time.
- Parents/guardians will be notified of any significant changes that may affect their enrolment or participation.

If you have any questions about our policies, we welcome respectful communication with our team. Thank you for supporting a safe, positive, and inclusive environment for all families, children, and staff.

By booking a class/session, you confirm that you have read, understood, and agreed to these Terms & Conditions.