



## ACROSKILLS PARTICIPATION AGREEMENT

### Important information about your child's enrolment at Skylark Sports

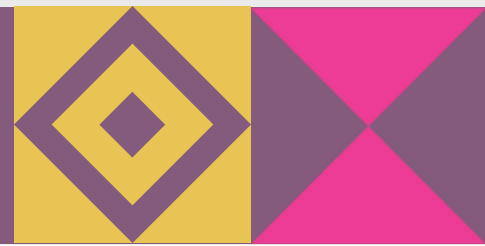
This participation agreement provides important information about your child's enrolment in the AcroSkills program at Skylark Sports and the conditions of participation. This document is subject to change and will be communicated to you via email when any changes occur. Once changes are made and distributed, no further acceptance through the Customer Portal will be required. Your ongoing participation will acknowledge acceptance.

### How to use this document

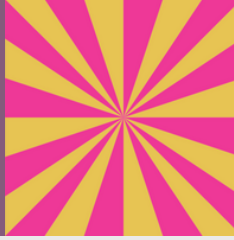
Everything you need to know about your enrolment in the AcroSkills Program at Skylark Sports is included in this document. The Participation Agreement is divided into sections so you can quickly find the information you need. Our educational, AcroStart, AcroStart+ and AcroSquad programs have separate participation agreements which can be found on our [website](#).

### Get in touch

admin@skylarksports.com.au  
9544 8008



# Enrolment Information



## Enrolling

Enrolling in an AcroSkills class secures your place in the class ongoing, until you let us know in writing that you would like to change classes or end your enrolment. As AcroSkills is a competitive program, you cannot end your enrolment during the competition season (excepting for medical reasons), as this impacts the other athletes in the team. Competition dates are provided to you as early as possible, and if those dates aren't suitable for your family the coaching team will help find an alternative class for your child for the season.

At Skylark Sports we run classes continuously for 48 weeks of the year, with a 4-week scheduled break over the Christmas and New Year period. Continuous enrolment means continuous learning opportunities and consolidation of skills, with minimal interruption.

Skylark Sports welcomes new enrolments at any time of the year, but enrolment in our AcroSkills program is by invitation only and is restricted at certain times of the year to ensure competition preparation is not disrupted.

Athletes in our AcroSkills Program are provided with an annual calendar of events. Event participation is a compulsory part of the program.

## Unenrolling

Enrolling in the AcroSkills Program is a commitment to the team for the competition season, so unenrolling during the competition season needs to be discussed with the program manager. Please email [admin@skylarksports.com.au](mailto:admin@skylarksports.com.au) (attention Program Manager) to request a phone call or meeting.

One months notice is required to end your enrolment and cancel your direct debit.

Unused make up tokens are forfeited when your enrolment ends.

## Public holidays

Skylark Sports does not operate on Public Holidays. Members who have a class that falls on a Victorian 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).

## Casual enrolment

Casual class bookings are not allowed in our AcroSkills program.

# Tuition & Payments

## Billing

Skylark Sports bills monthly on the 25th of the month for the following month. Statements are sent via email to the primary guardian. Payment is due on the 1st of the month and will be processed via direct debit.

Billing is automatically calculated based on the actual number of classes running in the month. Different days will have different charges, depending on how many of each day there are in that month (usually between 3 and 5). When a scheduled class is cancelled during the month (for example, a public holiday), your tuition will be reduced accordingly.

Where the 25th or the 1st fall on a weekend or public holiday, and in January following our 4-week scheduled break, the dates will vary. Our billing schedule can be found on our [website](#).

## Direct debit

To complete your enrolment, you will need to provide credit/debit card or bank account information through the Customer Portal. We will automatically debit your nominated account on the due date for the month in advance. Our billing schedule can be found on our [website](#).

Please be aware that a \$5.50 failed transaction fee applies.

If additional costs are incurred through your participation with us including, but not limited to, event participation or merchandise purchases, your account will be charged if payment is not made by the due date.

## Alternative payment options

Your card or bank account on file acts as a guarantee of payment.

You are welcome to pay your account prior to the processing date each month via the Customer Portal, in person by cash or via bank transfer. Any balance remaining on the processing date will be charged to your card on file.

If you prefer to make less frequent payments or pay a larger amount in one go to get ahead this can be done by any of the methods above. Your account will be in credit and each month as tuition is applied your credit will be used to offset the charges. Ask our customer service team for details.

# Tuition & Payments

## Non-payment or card rejection

If we are unsuccessful in collecting payment on the processing date (due to payment bounce or card decline), we will notify you. We will attempt to process the payment again five days later if we have not heard from you. If this payment declines again, we will contact you again. If payment is not made within 14 days, your enrolment will be cancelled and your position in your class will be forfeited.

## Discounts

Only the first child pays full fare. A 10% sibling discount is applied to the lesser tuition.

A 10% second class discount is also applied for students taking more than one class per week.

## NDIS funding

Many families have been successful in using NDIS funding to pay their Skylark tuition. If your provider requires different invoices or payment terms, please email us so we can assist you.

## Shared guardianship

It is important that Skylark Sports remains impartial and uninvolved in personal relationships. Once a participant is enrolled, the primary contact person listed as the first responsible party on the Customer Portal becomes responsible for all tuition and is responsible for any decisions regarding the participants classes at Skylark Sports. The card on file will be used to process monthly tuition. All correspondence will be sent to the primary contact person. All statements and payment history can be downloaded from the Customer Portal.

## Billing errors

Tuition fees can, and will, be corrected in good faith should a billing error occur, as soon as practical after the error is detected.

# Absences & Make-Ups

## Enrolment pause

Skylark Sports offers each member two weeks of tuition pause each calendar year. This can be used at any time except in the four weeks prior to scheduled events, either one week at a time or in one two-week block.

Seven days written notice must be given to utilise an enrolment pause. A credit will be applied to your account for the requested period. Enrolment pauses cannot be requested after the fact.

## Extended absences

Your tuition pays for your place in the class, regardless of attendance. Our costs do not change if you miss your class, and we are therefore not able to offer a reduction in tuition or hold a place in a class for extended periods of absence.

If you need to take an extended absence for any reason we can end your enrolment, which means your spot is released and available for other members. At your request after discussion with the Program Manager, we can place you at the top of the waiting list so that when you are ready to return you will have the best chance of returning to the same class.

Alternatively, you can choose to continue payment to hold the space and utilise our unlimited make-up policy to make up the missed classes.

## Unlimited make-ups

We want your child to enjoy the benefits of our programs so if you are away, your child is ill, or you simply can't make it to your class we offer unlimited make-up classes. When a class is missed a make-up token is generated on your account. It is important to understand that your tuition pays for your place in the class, regardless of attendance. Our costs do not change if you do not attend. Make-up classes are offered as a benefit to our families to ensure you can make the most of your membership. Make-up tokens do not have a monetary value, and cannot be exchanged for credit, transferred to other students, or used once an enrolment ends. Make-up tokens expire 365 days after issue.

During competition season, make-up classes are limited. Please talk to your coach or email the program manager if you know you will be away so they can arrange for your child's team to attend an alternative session if available.

# Absences & Make-Ups

## Booking a make-up

Make-up classes for AcroSkills athletes must be booked in advance through the customer service team. Online bookings are not available for our AcroSkills program so the customer portal cannot be used to book make-up classes. Make-up classes in AcroSkills classes are not available in the four weeks prior to events as the focus is on team competition preparation. Make-up classes cannot be booked more than 3 days in advance as they can only be booked where a space exists.

Athletes in our AcroSkills program can use make-up tokens in our Gymnastics and Ninja programs as well as other AcroSkills classes. Make-ups taken in the Gymnastics and Ninja program can be used at any time as there is no competition preparation occurring in these programs.

## Notifying an absence

If you know you are going to be absent, we appreciate being informed, as this allows us to book another student into your place for a make-up class. To notify of an absence please use the Customer Portal or email us and let us know.



## Privacy & data collection

Skylark Sports is committed to the security of your information. The nature of your participation with Skylark Sports means your information will be communicated to our regulating bodies including Gymnastics Australia and Gymnastics Victoria, in accordance with the [Gymnastics Australia Privacy Policy](#). Your information will not be passed onto any third-party soliciting information for promotion of third-party goods or services.

Skylark Sports utilizes “iClassPro” a world leader in class management software to manage our customer database. Your personal details will be stored online utilising this software. Payrix Australia Pty Ltd is used to process payments. Their direct debit user ID is 382220. Payrix Australia Pty Ltd is an authorised 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).

## Medical agreement

It is recognised by you (the parent/guardian), that participation in physical activities carries with it a reasonable assumption of risk and you will not hold Skylark Sports liable except in the case of gross negligence. In the event of injury or illness, you authorise the person in charge to administer first aid and to seek further medical, hospital or ambulance treatment if required. You agree to pay any costs incurred.

You agree to provide Skylark Sports with information regarding any medical, physical or behavioural conditions or issues that may affect participation, including a management plan if applicable. Our coaches are committed to helping each child have an enjoyable and successful experience and the more information they have the better they can assist.

## Allergies & asthma

Skylark Sports is a ‘nut aware’ environment. Please help those who are anaphylactic to nuts by not bringing them with you to the gym. If you have eaten nuts before attending, please ensure that your hands are washed before entering the gym.

If your child has an allergy or asthma, please provide an updated management plan annually. EpiPens and asthma puffers should be clearly labelled, brought to each class, and placed in the student medical tub upon arrival, and collected at the end of your session. This ensures that staff know exactly where to find the medication if it is needed.



## Photos & videos

Group and individual publicity photos and images, plus training photos and videos may be taken from time to time. You consent to your child's unnamed image being used in promotional and training material including video feedback, use on our website and social media platforms. To withdraw your consent, please email [admin@skylarksports.com.au](mailto:admin@skylarksports.com.au)

During competition seasons we like to celebrate the achievements of our athletes by posting competition results and happy moments on our website and our social media channels. Gymnastics Victoria may also post images on their website and social media channels. You consent to your child's first name being used in these circumstances. If you are uncomfortable with your child's name being associated with their image please email [admin@skylarksports.com.au](mailto:admin@skylarksports.com.au) so we can ensure that their name is not used.

Parents and guardians, you are welcome to take photos of your child, but we ask that you respect the rights of other individuals and not capture other children in your photos or videos without explicit permission.

## Operational adjustments

We all have a personal responsibility to stop the spread of illness and together we can play our part to keep the community safe and healthy. Please do not send participants to class if they are feeling unwell or if they have been advised to isolate.

Skylark Sports actively follows the directions of the Department of Health and Human Services, other government departments as required, and our governing bodies Gymnastics Victoria and Gymnastics Australia. If operational adjustments are required for health or safety reasons, we will notify you directly.

In the event of a forced closure, credits will be applied for any classes cancelled that have already been paid for and billing will be paused. Your place will be held in the class until we can reopen, at which time billing will recommence. If you decide to end your enrolment, please email us so we can refund any tuition held in credit.





## Competitions

The AcroSkills program is a unique program at Skylark Sports. It is an educational program, with opportunities for competition. It is not the right program for athletes who do not want to compete. Competitions and events are an important part of the athletes' development, and it is where they get the chance to show off all their hard work.

Competitions and events are a compulsory part of the program. Your competition schedule is made available as early as possible in a draft form, and updated as more information is provided. You should add the event dates to your calendar when you receive it to ensure your athlete will be available. Please ensure that, unless they are unwell or on school camp, your athlete attends all sessions in the month leading up to an event.

Events and competitions are to be booked and paid for through the customer portal by the communicated closing date. External events have strict closing dates, and an additional 50% fee is charged for late entries. Please ensure you enrol on time to avoid this fee.

Competitions are usually scheduled across one or two full days, but the athletes are only required for one session (2-4 hours). The session times are not released until after the entries are received and the workorder is created. We will communicate them to you as soon as they are released. We encourage athletes to stay and support their teammates competing in other sessions.

Athletes in our AcroSkills program participate in a variety of in-club, local and state events.

## Uniform

Skylark uniform is compulsory for all athletes in the development squad program. This includes a Skylark jumper, Skylark leotard and Skylark t-shirt, as well as plain black leggings or tracksuit pants. Skylark leggings and tracksuit pants are also available if preferred.

We encourage you to wear your Skylark uniform to training, though it is not compulsory.

You can buy and sell second hand uniforms through the Skylark squad communication platform, Slack.



## Parking

Skylark Sports recognises that parking can be difficult, especially during peak times. The safety of the children in our care is our number one priority so we ask that the following age-based drop off and collection policies are adhered to. We also ask that you respect our neighbours by not parking in their private car parks.

Hardner Road (Mount Waverley centre) can get busy and drivers do not always obey the speed limit. It is difficult for drivers to see pedestrians as they step out onto the road, especially from between parked cars. Please be extra vigilant to keep yourself and your children safe.

## Drop off & collection

For drop off and collection we ask that the following age-based policies are adhered to.

- Under 9 years – parent/guardian must park car and walk child into the centre. The child must not leave the centre without the parent/guardian.
- Between 9 and 12 years – parent/guardian may drop off and pick up from the car, but the parent must be able to see the child as they enter and leave the centre. The child should not leave the centre until they can see the parent/guardian. Children must not wait on the street for collection.
- Over 12 years – we recognise that children of this age may be utilising public transport or other modes of transport to access the centre during daylight hours. We ask that children text the parent/guardian when they arrive to let them know that they have arrived safely. If the child doesn't have a phone, they are welcome to use the phone at reception to give the parent/guardian a call. After dark the child should not leave the centre until they can see the parent/guardian and must not wait on the street for collection.

# During class



## Viewing classes

Parents, guardians, siblings and other known spectators are welcome to view classes at Skylark Sports. Spectators are not allowed to enter the gym space, except in parent participation classes.

Parents/guardians of children aged 5 years and over do not need to remain onsite during class. We will call you if there is a need to get in touch during class.

## Getting in touch during class time

Our phones are not always attended during class time so if you are running late and cannot get through, please do not worry. A staff member will wait with a child until they are collected. If you are more than ten minutes late, we will call you to make sure everything is ok.

## What you need for class

Participants should wear comfortable clothing that will not go over their head when they go upside down. Leotards, t-shirts and jumpers are available for purchase through the Customer Portal or through the customer service team.

Bare feet are worn in the gym, except for Ninja classes at Mount Waverley where soft soled runners are worn in class.

A labelled water bottle should be brought into class.

## Extreme weather

Skylark Sports reserves the right to close in the event of extreme weather. The safety of our participants is our number one concern.

Our Heat Policy can be found on our [website](#).

Refunds and credits are not provided for heat policy closures, but make-up classes are available. If more than one heat policy closure occurs for a class, the second and subsequent classes will be credited.



## Lost property & valuables

Valuables should not be brought to Skylark Sports as we cannot be responsible for any lost, missing or stolen items. If your child is coming from school and cannot leave valuables at home please speak with your child's coach or the customer service team who can help find a safe place to leave the items.

Personal items left at Skylark Sports will be held in lost property. Each month, all items left in lost property will be discarded or donated. If you realise you have left something behind, please email us so we can put it aside for you.

## Child safety

Skylark Sports is committed to the safety, wellbeing and empowerment of all children and young people accessing our programs and services, including indigenous children, those from culturally and linguistically diverse backgrounds and children and adults with disability. The following policies are available on our [website](#).

- Child Safety Commitment Statement
- Child Safe Policy
- Member Protection Policy

Gymnastics Australia has developed an accessible version of these policies, including a series of videos. We recommend watching these with your child so they are informed about appropriate behaviour and understand their rights. These videos are available on the [Gymnastics Australia website](#).

## Communication in AcroSkills

Slack is the communication platform that is used in the AcroSkills program. All families should ensure that they regularly check Slack for updates and information. Email is not used to communicate competition information or training updates.

Slack allows us to connect families, athletes and coaches in a child safe manner, and ensures we can provide regular, targeted updates about your child's training, without clogging up your inbox.

The guidelines for use can be found on our [website](#).

## Communication with your coach

Coaches will be available for 5 minutes before and after training in case you have something you quickly need to discuss (for example, if your child had a bad day at school, has a sore knee, etc). For longer discussions, please send an email or Slack message to your coach to arrange a time for a phone call or a meeting so enough time can be allocated.

You may be provided with your coaches mobile number for communication at events or on trips. Please respect their personal time and use email, Slack or the club phone number for all other communication.

Athletes must not message their coaches through private channels such as social media messaging, text message or email unless the athletes parent is also a part of the conversation. Please help your child understand why professional boundaries are important for the welfare and safety of both the athlete and the coach.

## Insurance

An annual registration and insurance fee is paid on your behalf to register participants as members of Gymnastics Australia and Gymnastics Victoria. This registration provides an assurance that you are participating with an affiliated club for which there are high standards of qualification and compliance.

Through this program all registered members are covered through Honan Insurance Group for personal injury. You can view the policy documents and what is covered on the [Honan Insurance Group website](#). Should you need to make a claim, it must be lodged within 30 days of the injury. You can find the [claims form](#) here.

For assistance with the process or further information please contact our customer service team. We are here to help.



## Coaches qualifications

Skylark Sports coaches are accredited through Gymnastics Australia's Coach Education Framework. To maintain this accreditation each coach must undertake a minimum of 6 hours of recognised professional development each year. In addition to this, all Skylark Sports coaches participate in professional development workshops focusing on skills like class management, skill progressions, leadership and inclusion training.

All staff hold a current working with children check and complete annual child safe training. There is always a qualified first aid provider onsite.

All Skylark Sport programs have a professionally developed, progressive curriculum. All lesson plans are developed by highly experienced staff members and updated annually.

## About Skylark Sports

Skylark Sports is a small, family owned and run business. Our Mount Waverley venue opened in 2014 with 35 members, and has grown to be one of Victoria's most successful gymnastics clubs. Our Lynbrook venue opened in 2020 and after a rocky start, it's now thriving, helping more children develop confidence through movement.

We employ a professional team of over 50 coaches, administrators and managers. We have a successful Coach In Training program that develops the coaching and leadership skills of teenagers and provides a pathway into the workforce, teaching them their workplace rights and obligations. We are registered and affiliated with Gymnastics Australia and Gymnastics Victoria and we pride ourselves on being an industry leader, contributing to the growth and professionalism of the children's activity industry in Australia and overseas.

If you have any questions about your membership, feedback on your experience or suggestions on how we can improve we would love to hear them. Email us at [admin@skylarksport.com.au](mailto:admin@skylarksport.com.au) or stop in and say hello.