

PARTICIPATION AGREEMENT

Important information about your child's enrolment at Skylark Sports

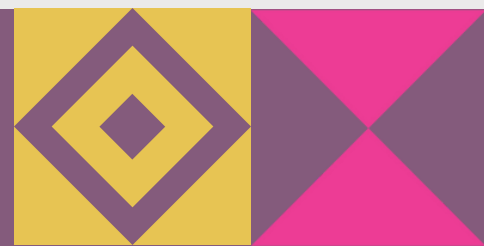
This participation agreement provides important information about your child's enrolment at Skylark Sports and the conditions of participation. This document is subject to change and will be communicated to you via email when any changes occur. Once changes are made and distributed, no further acceptance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

How to use this document

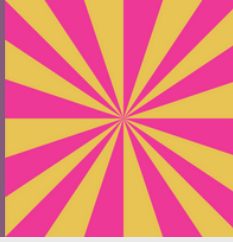
Everything you need to know about your enrolment at Skylark Sports is included in this document. The Participation Agreement is divided into sections so you can quickly find the information you need. Our Squad Programs have a separate participation agreements, which can be found on our [website](#).

Get in touch

admin@skylarksports.com.au
9544 8008



Enrolment Information



Enrolling

Enrolling in a 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.

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. If you aren't sure if a Skylark class is right for you, one free trial per person can be arranged. If you would like to trial a different program or class, a single class fee will be applied.

A trial can only be accommodated where a place exists in the class. After your trial you have 3 days to secure the place in the class. The class enrolment must start at the next available class; we cannot hold your place so please only accept a trial class when you are ready to enrol. If we are unable to confirm your enrolment within 3 days of your trial, your place will be released.

Unenrolling

Should you no longer be able to continue with your class simply let our Customer Care Team know or notify us via email and we will communicate what date your enrolment will end. Remember that you only commit to a fortnight at a time, as billing is for two weeks in advance.

We will not issue refunds for payment already received, but you are welcome to attend through this notice period. Upon cancellation your card details will be removed from our system and any unused make up tokens will be forfeited.

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 can be made up to 3 days in advance if a place exists in the class. These are charged at the normal class rate. Enrolling in a different class each week, enrolling in a class on alternating weeks and ongoing casual enrolments are not available.

Tuition & Payments

Billing

Skylark Sports class tuition is direct debited on a fortnightly schedule

Billing is automatically calculated for the number of classes in the fortnight, so where a public holiday closure falls on a class day, you will only be charged for one week in that fortnight.

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 first Monday of each fortnight. Our billing schedule can be found on our [website](#).

Please be aware that a \$5.50 failed transaction fee applies. Credit/debit cards do not have a failed transaction fee.

In the instance that payments bounce, or cards decline, we will notify you via email and SMS. Payment can then be made manually via the Customer Portal or through our friendly Customer Care team. If payment is not received by the following week, your position in the class will be forfeited.

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 fortnight 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 fortnight as tuition is applied your credit will be used to offset the charges. Ask our customer service team for details.

Discounts

Only the first child pays full fare. A 10% sibling discount is applied to the lesser tuition. Please note that sibling discounts are not offered in our squad program.

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

Tuition & Payments

Insurance and Registration

Skylark Sports is affiliated with Gymnastics Australia and Gymnastics Victoria. Each member is required to pay the Gymnastics Australia membership fee. This fee is charged once per calendar year and is collected by Skylark Sports, and paid to Gymnastics Victoria on your behalf.

The 2024 Gymnastics Australia Membership fee is:

- KinderGym Participants \$21.36
- Recreational Participants \$33.94
- Competitive Participants \$87.03

This registration provides an assurance that you are participating with an affiliated club for which there are high standards of qualification and compliance. Further information about club affiliation can be found here <https://vic.gymnastics.org.au/members-clubs/affiliation>.

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.

Non-payment or card rejection

In the instance that payments bounce, or cards decline, we will notify you via email and SMS. Payment can then be made manually via the Customer Portal or through our friendly Customer Care team. If payment is not received by the following week, your position in the class will be forfeited.

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, 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, 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.

Booking a make-up

Make-up classes must be booked in advance through the Customer Portal or through our customer service team. Make-up classes cannot be booked more than 3 days in advance as they can only be booked where a space exists.

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.

Waitlists

Waitlists are available on all our classes. You can request to join a waitlist via our customer service team or through the Customer Portal. When a place becomes available in the class for you we will send you an email and a text message. You have 24 hours to let us know whether you would like to accept the class place. After 24 hours your place will be offered to the next child on the list. If you would like to remain on the waitlist for the class please reply by email, otherwise we will remove you from the list.

Your position on the waitlist is determined by the date you were placed on the list. Members who leave a class for an extended absence will be placed at the top of the list (see our extended absence policy).

Where siblings are on a waitlist for the same class, we will offer you individual places as they become available. We cannot hold an empty place for you while we wait for another spot to open.



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

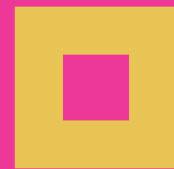
Parents and guardians, you are welcome to take photos of your child, but we ask that you respect the rights of other individuals and not capture other children in your photos or videos without explicit permission.

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.



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](#).



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 or stop in and say hello.