



## SQUAD 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 squad 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

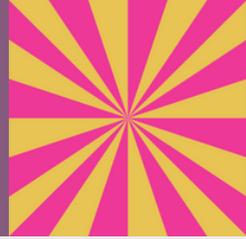
Everything you need to know about your squad enrolment at Skylark Sports is included in this document. The Participation Agreement is divided into sections so you can quickly find the information you need. Our educational programs have a separate participation agreement which can be found on our [website](#).

**Get in touch**

admin@skylarksports.com.au  
9544 8008



# Enrolment Information



## Enrolling

Enrolling in a squad secures your place in the squad ongoing, until you let us know in writing that you would like to change class 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.

For senior squads who compete in the first half of the year, there is a 2-week scheduled break over the Christmas and New Year period. A further 2-week break is scheduled later in the year around the competition schedule.

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

## Unenrolling

Enrolling in the squad program is a commitment to the team for the competition season, so unenrolling needs to be discussed with the program manager. Please email [serg@skylarksports.com.au](mailto:serg@skylarksports.com.au) to request a phone call or meeting. One months notice is required to end your enrolment and cancel your direct debit.

## 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. Classes operate as usual on days surrounding public holidays (such as the Monday before Cup Day).

# 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 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 to bank accounts. Credit/debit cards do not have a failed transaction fee.

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 by email. 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 via SMS. If payment is not made within 10 days, your enrolment will be suspended until your account is brought up to date. Skylark Sports will not enter athletes with outstanding tuition fees into competitions.

## Discounts

As training hours increase, the hourly tuition rate decreases.

For squads that train one session per week, a 10% sibling discount is applied to the lesser tuition. For squads that train more than one session per week, no sibling discounts are available.

When an athlete joins a squad, they are billed for all hours the squad trains. Discounts or tuition reductions for not attending scheduled sessions, arriving late or leaving early are not available.

## 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.

Where an athlete will be absent for a period of 4 or more weeks due to illness or injury and a medical certificate is provided, a 75% tuition reduction will be applied.

## Make-up classes

Make-up classes are not available for squads that train more than one session per week.

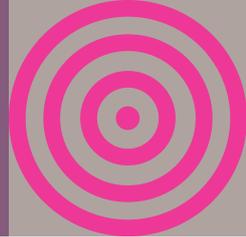
For athletes in squads that train one session per week, when a class is missed a make-up token is generated on your account. It is important to understand that your tuition pays for your place in the class, regardless of attendance. Our costs do not change if you do not attend. Make-up classes are offered 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 service team. Online booking is not available in our squad program. Make-up classes cannot be booked in the month leading up to a competition without the permission of the coach or program manager. Ideally during this period, any make-up classes should be booked with their partner so that the group isn't disadvantaged in their competition preparation.

## Notifying an absence

If you know you are going to be absent, we appreciate being informed so we can plan for the class appropriately. To notify of an absence please use the Customer Portal.



## 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.

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.

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 [serg@skylarksports.com.au](mailto:serg@skylarksports.com.au) so we can ensure that their name is not used.

## Operational adjustments

We are actively following the directions of the Department of Health and Human Services (alongside our governing bodies Gymnastics Victoria and Gymnastics Australia) with regards to operational guidelines during the COVID-19 pandemic. As an indoor sporting venue, we are subject to rules, regulations, and limitations in how we operate. We all have a personal responsibility to stop the spread of illness and together we can play our part to keep the community safe. Guidelines are constantly changing and will be communicated to all members as required.

Please do not send participants if they are feeling unwell or if they have been advised to isolate by the authorities.

In the event of a lockdown or forced closure, credits will be applied for any classes cancelled that have already been paid for and billing will be paused. Your place is 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 squad program is a competitive program. 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 found in your squad handbook. 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.

While we make every effort to provide you with the event calendar as early as possible, it is subject to change. Any changes will be communicated with you at the earliest opportunity.

Victorian competitions are usually scheduled across one or two full days. The athletes are usually only required for one session (2-4 hours), but 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.

## Uniform

Skylark uniform is compulsory for all athletes in the squad program. Requirements can be found in your squad handbook.

Athletes in level 4 and above are allowed to choose optional competition leotards. For athletes in level 6+, optional competition leotards are required. Optional leotards are the responsibility of the parents, but the design must be approved by the coach or program manager prior to ordering. See your squad handbook for further information.



## 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 carparks.

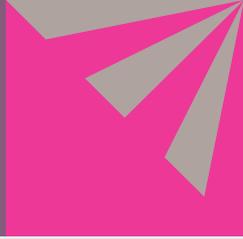
Hardner Road (Mount Waverley centre) can get busy and drivers do not always obey the speed limit. It is difficult for drivers to see pedestrians as they step out onto the road, especially from between parked cars. Please be extra vigilant to keep yourself and your children safe.

## 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

Spectators are welcome at Skylark Sports, subject to current public health density limits. 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.

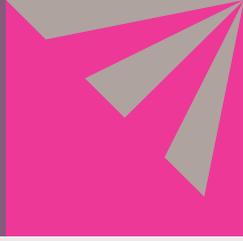
A labelled water bottle should be brought into class.

## 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 on our [website](#).

For athletes that train one session per week, 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. For athletes in squads that train multiple sessions per week, cancelled classes will be credited as make-up classes are not available.



## 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

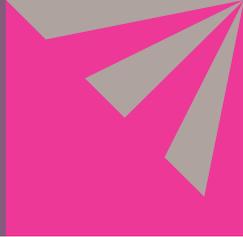
Gymnastics Australia has developed an accessible version of these policies, including a series of videos. We recommend watching these with your child so they are informed about appropriate behaviour and understand their rights. These videos are available on the [Gymnastics Australia website](#).

## Communication 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 to [serg@skylarksports.com.au](mailto:serg@skylarksports.com.au) 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 or the club phone number for all other communication.

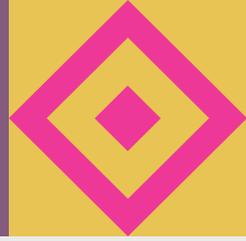
Athletes must not message their coaches through private channels such as social media messaging, text message or email unless the athletes parent is also a part of the conversation. Please help your child understand why professional boundaries are important for the welfare and safety of both the athlete 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 Marsh Advantage Insurance for personal injury. You can view the policy documents and what is covered on the [Marsh Advantage website](#). Should you need to make a claim, this must be lodged within 30 days of the injury. For insurance claims call the National Phone Number; 1300 306 383 or email [gymnasticsaustralia@marchadvantage.com](mailto:gymnasticsaustralia@marchadvantage.com). For help with the process or further information please contact our customer service team.



## 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 we can't wait to see it operating at full capacity, getting more kids confident, active and loving 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.