

## **KindygyM Australia Program (Early Childhood Gymnastics)**

### **1. Bookings and Payment**

- a. All term based KindygyM Australia bookings must be paid for in full to confirm the enrolment.
- b. In the case that the family wishes to use an Active Kids Voucher towards a term based KindygyM Australia booking, payment of the amount owing less \$100 must be paid for in full to confirm the enrolment.
- c. In the case that a parent/guardian is unable to pay for the enrolment at the time of booking, we will hold the child's position in the program until the end of office hours that day. If we have not received full payment by the close of office hours that day, the child's enrolment will be dropped.
- d. If anyone is experiencing hardship and is unable to pay for the term-based program in full upfront, we do offer that you can apply for a payment plan. This will include an upfront payment at the time of booking and then instalments evenly spread apart. The full payment is due to be settled before the child's last class for that term-based enrolment.
- e. Casual class bookings can only be booked in within 6 days of the booking date. Full payment must be made to confirm all casual class enrolments.
- f. Active Kids Vouchers will only be applied to term-based bookings and will not be applied to casual-based bookings.
- g. All bookings can be made through the use of our customer portal <https://app.iclasspro.com/portal/northernbeach> however if you wish to have a discount applied to your payment you must contact NBGA administration first in order for us to apply the discount to your charge. As per above, any enrolments that do not receive full payment at the time of booking will be dropped at the end of the office hours that day.

### **2. Refund Policy**

- a. In the case that you wish to receive a refund for any KindygyM Australia bookings, please click on the Refund Policy section within Program Policies on our website to access the NBGA Refund Request Form.
- b. Once our administration team has received your request form it will be forwarded to the KindygyM Australia Manager to review before processing.
- c. All KindygyM Australia refunds are subject to a 10% service fee. The only exceptions to this, fall within NBGA class cancellation which can be found in section 8 of this document.

### **3. Make Up Policy**

- a. Each child enrolled into a full term of KindygyM Australia classes are entitled to as many makeup classes that are required within that term.
- b. Make up classes cannot be booked in to occur before the date of the missed class.
- c. We do require that you contact our administration team via email or over the phone at least 1 hour before your child's scheduled start time to notify us of your child's excused absence.
- d. Once we have set up an excused absence, we can apply up a make-up token on your account which will be emailed to you with the expiry date of that token being the last day of that term.
- e. Make-up tokens do not carry over to the next term if they have not been used by the expiry date (last day of that term).
- f. Make up classes are only possible where there are vacancies in classes.
- g. Missed classes in the last week of a term can only receive a make-up class if it occurs after the missed class in the last week of term as the make-up token will expire on the last day of term.
- h. Kindy Cubs missed class will be offered the option to make up the session within our Open Play or Peek A Boo classes.

#### 4. Trial Classes

- a. Each child is entitled to 1 free trial class when they start KindygyM Australia for the first time.
- b. A child who has already used their free trial is welcome to enrol into additional trials within the KindygyM Australia however those trial classes will not be free and will be charged at the casual class rate.
- c. Trial classes can only be booked where there are vacancies in the class.

#### 5. Class Waitlists

- a. Our KindygyM Australia classes cannot be over-booked.
- b. We offer the exact number of positions in each of our KindygyM Australia classes that will maintain the correct coach to student ratio for the program based on the number of coaches we have available.
- c. A student can be placed on the waitlist for one of our KindygyM Australia classes on our computer system. This records the time and date in which you were placed on the list so that we can contact families in the order of priority based on when they went onto the list.
- d. When a vacancy becomes available, our administration team will contact the families on the list in the order of priority.

#### 6. Pro-rata for term-based fees

- a. For any KindygyM Australia bookings that occur after the term has begun, our booking system will automatically pro-rata your charge to reflect the

number of classes that will run for the period that your child will be actively enrolled.

- b. Non-attendance during an enrolled period does not make the student eligible for pro-ration or crediting/refunding of fees for the missed classes.

#### 7. Program Discounts

- a. **Sibling Discount** - For the KindygyM Australia Program, we offer the follow sibling discounts to be applied to term-based fees:
  - i. First child will receive 0%
  - ii. Second child will receive 0%
  - iii. Third child will receive 30%
  - iv. Fourth child will receive 50%
- b. To receive the sibling discount the children all need to be actively enrolled during the same term.
- c. Families with students enrolled into both the Fitnastics and KindygyM programs are eligible to utilise the above sibling discounts across the two programs.
- d. Families with students enrolled into the competitive program cannot utilise the above sibling discount system for their children in the NBGA competitive program. If they also have children in the Fitnastics and KindygyM Australia program, those children would be eligible for the above sibling discount system.
- e. **Twin Discount** - For the KindygyM Australia Program, we offer the follow discount for twins to be applied to term-based fees:
  - i. Kindy Cubs, Peek-a-boo and Kindy Gym Classes:
    - 1. First Child will receive 50%
    - 2. Second child will receive 50%
  - ii. Kindy Rec and Kindy Fit Classes:
    - 1. First Child will receive 0%
    - 2. Second child will receive 50%

#### 8. Class cancellations

- a. The following KindygyM Australia classes must have 6 active enrolments in the program for the class to run:
  - i. Kindy Rec
  - ii. Kindy Fit
  - iii. Little Fit
- b. In the case that a class has not reached the minimum 6 enrolments, the KindygyM Australia Program manager has the right to either cancel the program or merge this program with another program (where suitable based on the age, skill level, type of class and merged class to coach ratio).

- c. The following class merging options are seen by NBGA to be appropriate based on the above parameters:
    - i. Kindy Cubs no merge option
    - ii. Peek-a-boo and Kindy Gym
    - iii. Kindy Rec and Kindy Fit (we will run this class at the same time but split into separate groups for the apparatus rotations in the case of a merge)
    - iv. Kindy Fit and Little Fit (we will run this class at the same time but split into separate groups for the apparatus rotations in the case of a merge. Little Fit will continue for the last 15 minutes as their own group)
  - d. In the case that the Program Manager cancels a class due to enrolment numbers not reaching the minimum requirement, these students will be eligible for the following options:
    - i. Transfer the enrolment into a different class
    - ii. Credit of 100% of the amount paid for the class put back onto the family's account
    - iii. A refund of 100% of the amount transferred back to the family.
  - e. The following class merging options are seen by NBGA to be appropriate based on the following parameters (age, skill level, type of class and merged class to coach ratio):
    - i. Kindy Cubs will not merge with another class but will be offered a makeup class in either our open play sessions or Peek A Boo class.
    - ii. Peek-a-boo and Kindy Gym (peek-a-boo students will finish after 30-minutes)
    - iii. Kindy Rec and Kindy Fit (we will run this class at the same time but split into separate groups for the apparatus rotations in the case of a merge)
    - iv. Kindy Fit and Little Fit (we will run this class at the same time but split into separate groups for the apparatus rotations in the case of a merge. Little Fit will continue for the last 15 minutes as their own group)
9. Changes to class ratio:
- a. For the KindygyM Australia Program our student to coach ratio is between 1:7 & 1:8.
  - b. In instances where the student to coach ratio exceeds 1:8 in the KindygyM Australia Program we will utilise either of the following two options:
    - i. An assistant coach will be organised to work with the head coach for that group

- ii. We will add an additional coach to the class which would then mean an additional group. In this case an additional apparatus rotation may be added to the lesson plan and each of the rotations would be run for a shorter period.