

MEMBER PARTICIPATION AGREEMENT 2026

Thank you for choosing to take gymnastics classes at Aerodynamix!

Please take the time to read through this document so that you are familiar with the terms of participation at Aerodynamix and the responsibilities of the primary account holder.

The policies we have outlined are based on the desire to provide consistent customer service, a safe environment and fairness for all of our members. Over time, changes may be required in order to adapt to circumstance. If changes are made, they will be communicated to all members by email.

Most of our members are under 18 years of age. In this case, please read this document with reference to 'you/r' as the primary account holder and 'your child' as the participant. If you are over 18 and also the primary account holder, please accept reference to 'your child' as 'you/r'.

Enrolling in a class

Enrolling in a class secures your child's place in that class ongoing.

At Aerodynamix, we operate a full time facility. In 2026, we will run classes continuously for 48 weeks of the year, beginning January 19th and finishing December 20th. Continuous enrolment means continuous learning opportunities and consolidation of skills for children, and the ease of a set and familiar routine for families.

Our classes will pause for a 4-week scheduled break over the Christmas and New Year period.

New members can enrol at any time of the year. We think gymnastics is awesome so, to be sure that your child has a place to keep coming back to, we will set up your enrolment as active and ongoing right from the start. This means that the class your child tries is theirs to keep if they love it, and there is nothing more for you to organise! After the first class, if you decide that gymnastics wasn't quite what you thought, we will be happy to cancel any charges made to your account and release your enrolment - just let us know - and you will be welcome to try again down the track.

Communication

Clear communication makes everyone happy!

Email is the primary member communication tool at Aerodynamix. Important information is delivered to members by email, so please ensure that you add us as a contact so that information from us does not end up labeled as junk.

To keep things simple, once a child is enrolled, the primary account holder is considered the party responsible for billing & payments. This person becomes the sole person responsible for all communication, account transactions and gymnastics decisions, including class changes and event entries, on behalf of the enrolled child. Payment instructions provided by the primary account holder and stored on the customer portal will be used to process all charges as agreed. In the case of a shared custody arrangement, please allow us to remain impartial in support of your child by making *personal* arrangements to share decision making and make payments as required.

Payment of fees

To complete your enrolment, you will need to provide credit/debit or bank account information through the customer portal. This is super easy and hassle-free, removing the stress of having to remember due dates for fees!

To add a payment method to your account:

1. Log on to our [customer portal](#), or mobile iClass pro app.
2. Navigate to 'My Account'.
3. Tap on the payment tab.
4. Scroll down to select your preferred payment method: bank account or credit card
5. Tap 'Enter Payment Method' and follow the prompts.

We will automatically debit your nominated account on the due date for the fortnight in advance. Our billing dates can be found [HERE](#).

Direct debits will continue each fortnight, automatically, until a cancellation (drop) request is received.

If additional costs are incurred through your child's participation with us including, but not limited to, event fees and uniform purchases, your account will be charged if manual payment is not received by the due date.

Should a payment be declined, you will be notified as soon as possible and the charge will be put through again a few days later. Please ensure the funds are available. A failed transaction fee will incur an additional administration fee of \$5.50 on each occasion, which will be added to your fortnightly tuition if required.

We will work through any payment problems with you, however, if we are not able to process a payment after 10 days, your enrolment may be cancelled in order to limit accruing overdue charges.

If you would prefer not to be charged by direct debit, you may arrange payment during office hours by EFTPOS or cash, to be received by Aerodynamix before the due date. Despite this option, a card or bank account must be kept on file, which acts as a guarantee of payment. Any balance remaining on the due date will be charged to your account on file.

Should an error in billing occur, we will correct the issue as soon as practical after the error is detected and keep you informed as to any changes we have made.

Our fee schedule is reviewed annually and published on our website.

Storage of information

Your personal information will be handled with care. For purposes including registration and event entries, some details will be shared with our governing bodies, including Gymnastics Victoria and Gymnastics Australia, in line with the [Gymnastics Australia Privacy Policy](#).

Aerodynamix Gymnastics utilises iClassPro to manage our customer database, a world leader in class management software. Your personal details are stored online utilising this software.

Payrix Australia Pty Ltd provides the payment gateway that integrates with iClass. 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).

Registration fee

At the end of each calendar year, an annual membership fee will be charged as a hold your child's position in their class for the following year. This fee includes membership with Aerodynamix Gymnastics, Gymnastics Victoria and Gymnastics Australia and basic insurance cover. It will be charged to you separately from fortnightly membership amounts.

If your child is a new member, the insurance and registration fee will be charged when you sign up, with payment required after your first class meaning that you can make sure gymnastics is right for your child before making a full commitment. The fee is good for one calendar year, regardless of your join date.

Registration fees are transferable between affiliated gymnastics clubs across Australia.

Honan Insurance Group (Honan) is the current insurance provider for Gymnastics Australia. Should you need to make a personal injury claim, this must be lodged within 30 days of the injury. To file a claim notification, follow [this](#) link.

Discounts

Family: Gymnastics is fun for everyone! If you have two or more children enrolled with us, you will receive a 10% discount on tuition (applied to the lesser tuition- for immediate family members only)

Multiple classes: Keen for more - why not! Take up an additional class per week and receive a 25% discount on the second (lesser) class fee.

Discounts can not be applied to registration or event fees.

Public holidays

Aerodynamix does not operate on public holidays. Members who have a class that falls on a Victorian metropolitan 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).

Make up classes

We understand that life is busy! To help you accommodate temporary changes to your family schedule, we can arrange make ups for most classes.

For members attending classes once per week: Make up classes are not guaranteed, however can be arranged if a suitable alternative class is available. In order to be eligible for a make up class, your child's absence must be recorded as an excused absence in advance of their class. For this process to work efficiently, a minimum of 24 hours notice of absence is appreciated.

A make up token will be added to your child's account following an excused absence and will be valid to use for 3 months. Make up tokens do not have a monetary

value, so can not be exchanged for refunds or credits, and they cannot be transferred between members/siblings or used once your enrolment ends. It is important to understand that tuition fees are paid for the place in the class your child has enrolled in, regardless of their actual attendance, but make up tokens help to provide some flexibility to accommodate irregular events, such as illness, appointments and family commitments.

All requests for make up classes must be booked in advance by either phone or email, or requested directly through the customer portal no more than 7 days in advance. Under no circumstances can a make up class be requested in retrospect.

For members attending classes twice or more per week: For higher level classes, including Aerobics level 3-Senior, Gymstar level 5-10 and all WAG levels, we do not have the ability to make up classes directly as there are no duplicate classes in our schedule. No refunds or credits will be issued for any classes that are missed in these program areas.

Pause enrolment

Create a schedule that suits you and your family! During each calendar year, you are able to pause your child's enrolment for up to four weeks.

For members attending classes once per week: You can put your child's place in a class on hold for a week at a time, with a guarantee that your child's place in that class is secure. To request a pause, please fill in [THIS](#) form at least 7 days prior to the billing date for the period of leave. For the duration of the approved pause, fees will not be charged.

For members attending classes twice or more per week: You can put your child's place in a class on hold for a minimum of one week at a time, with a guarantee that your child's place in that class is secure. To request a pause, please fill in [THIS](#) form at least 7 days prior to the billing date for the period of leave. For the duration of the approved pause, fees will not be charged.

Extended absence

For members attending classes once per week: If you need to take a break longer than four weeks for any reason, we can end your enrolment so that payment does not continue during your absence. This means that your child's place is released and available for other members. When you are ready to return to gymnastics, we will prioritise your request for a class over any application from new members to ensure we can help you find the most suitable class available at that time. Please note that it may not be possible to re-enrol in the same class as held previously. If you would prefer to guarantee your child's class day and time, you can continue to pay for classes during your absence and arrange make up tokens to use in the future.

For members attending classes twice or more per week: For athletes in these classes, a period of extended absence is only available in the case of illness or injury. If illness or injury results in a period of 2 weeks absence or more, and a medical certificate is provided, for the duration of the approved absence, fees will not be charged.

Our fee schedule has been created with continuous enrolment in mind in order to provide the best value for you. The hourly rate reduces as the number of hours trained increases, acknowledging the higher commitment. This also helps to compensate for sessions that individuals may choose not to train throughout the year for personal reasons.

Cancellation of enrolment

If your circumstances change, you can cancel your enrolment with us at any time. It is the duty of the responsible account holder to provide notice of cancellation, please do not rely on a child to verbally let us know that he/she will no longer be attending classes.

To request a cancellation, log on to our [customer portal](#) and navigate to the student page through 'My Account'. Click on your child's enrolment to select the class you wish to drop. You can also contact us by phone or email to request a cancellation.

In order to process a drop request, a minimum of 7 days notice is required. Our administration staff will provide confirmation of your child's final class date, in line with the dates provided on our billing schedule. No refund is possible for drop requests received during a billing fortnight. The class will remain open for you to use through until the date our staff provide to you.

Operational adjustments

Whilst we aim to maintain consistency whenever possible, sometimes change is unavoidable. Aerodynamix Gymnastics reserves the right to cancel or change class times and/or coaches if and when the need arises.

We also reserve the right to cancel or replace classes in order to host major events. If we cancel a class, we will provide as much notice as possible and reflect the change in your iClass account. You will not be charged for any classes cancelled by Aerodynamix. For athletes training toward competitions, a replacement class may be set for your child's team, rather than a cancellation.

Charges will not be amended for sudden events that are outside the direct control of Aerodynamix (for example, if there is a power outage at the venue).

When change is necessary, we will provide as much notice as possible and maintain a fair and transparent approach to managing the associated difficulties.

Whilst we hope that trading restrictions are now behind us, please understand that we will need to comply with orders set by the Victorian Government in response to health situations. We will communicate changes clearly if and when required. To protect the health of our members, please do not attend our facility with any symptoms of illness.

What to bring to gym

For comfort and practicality, participants should wear active clothing to the gym with no buttons or zips that might get caught on our trampoline mats or damage our bars. During class, we turn upside a lot, so make sure clothing is well-fitted to avoid it falling off or becoming tangled when circling bars. Be sure to tie back long hair for the same reasons. Once class has commenced, socks and shoes will be not be used, with the exception of aerobics classes, but please ensure that children have shoes, socks and warm clothes to begin and to go home with.

Personal items should be left in storage cubes. Bring along a drink bottle and place it in an available storage cube so that it is easy to pick up at the end of class along with shoes and any extra clothing. Be sure to label clothing and drink bottles so they are easily identified in cases where

similar items are brought by other members.

Please leave valuables at home as this facility's staff will not be responsible for any items that may be lost whilst visiting.

Items left behind that are not labelled will be disposed of after 30 days.

Drop off and pick up

Be sure your child arrives 5 minutes before (no earlier please) their scheduled class time. On arrival, please ensure an age appropriate drop off. For younger children, please accompany the child to the door before saying goodbye. For older children, watch and wave from the bottom of the path.

Coaches will supervise pick up from the path outside the gym side door for five minutes following the end of class times. Rather than crowding at the door to the gym for pick up, please allow the children to exit the gym with a coach. Watch and wave when you see your child, then **meet them at the bottom of the footpath**. It is important that you help your child manage the car park safely by crossing with them.

Please pick up your child on time, or inform us if you know you will be late - in this case, your child will be required to wait for you in the spectator seating area.

Please respect the other tenants located around our facility and park in the parking bays directly next to the Gymnastics centre. There are additional car parking spaces located at the rear of the building. During peak times the parking area is busy. Please take into consideration that young children may be crossing car park areas. Please drive slowly and carefully.

Spectators

Limited space is available for parents to watch classes.

We do not have enough space for every parent to watch every session, so please read through the following guidelines, which are based on the values that our club operates under, to ensure that the space works for everyone:

FAIR: Use this space with others in mind. As there is not enough space to cater for everyone on every day, aim to drop in to watch every 3-4 weeks.

KIDS FIRST: Please ensure that you are aware of kids' needs so that they feel at home here. Give them the space they need to use storage boxes independently and then wait for the start of their class with their friends.

SAFE: You are welcome to take photos of *your* child. Please take care to capture images that do not include other children. Professional lenses are not permitted. If you would like to take a posed photo, touch base with your child's coach before or after class.

Use seating as provided (do not move or add seats) to ensure that walkways are kept clear. If the seating area is full, please try again the following week. For longer classes, you might be able to come back early for pick up time.

Please respect our training space. Do not enter the activity zone unless invited. For

safety, take particular care of younger children, who must not wander into the training area.

Space is limited, so consider alternative care for younger siblings. It is a difficult area to entertain young children and, due to the limited space and the nature of the activity that they will see, it might seem like too much fun to sit and watch!

POSITIVE: Enjoy watching your child and celebrate their *effort* at the end of the session. They have a lot to think about during class, so be careful not to distract them too much during class time.

PURPOSEFUL: Our lessons are purposefully constructed to develop skills safely. If you have a question about the activities that we choose for class or about gymnastics in general, let us know. A long chat is best during office hours - 10am - 3pm, but a quick question can be easily handled by our coaches at the time.

One final note - whilst we hope that trading restrictions are now a thing of the past, please understand that we will need to comply with any orders set by the Victorian Government with regard to trading conditions. We will communicate any changes in our ability to operate if and when required.

Medical agreement

As with any physical activity, injuries can occur whilst participating in gymnastics classes. However, we maintain high quality equipment, set up with ample space and padding and our classes are well structured with a focus on progressive skill development, so they are not common place.

Your child's participation infers your acceptance of reasonable risk, for which you will not hold Aerodynamix liable. If urgent medical attention is required whilst in our care, you give permission for your child to be treated by medical personnel as arranged by the club and agree to pay such costs incurred.

For minor injuries or ailments, our staff will apply first aid according to their qualification and communicate with you as required for early pick up or to inform of any minor treatment.

It is your responsibility to communicate any injury, illness or behavioural condition that may affect your child's ability to participate in classes and activities. Where such a condition is disruptive to a class, is unsafe or requires significant individual coach attention, we will communicate our concerns with you and seek your support to improve the circumstances. For the enjoyment and safety of all participants and coaches, we retain the right to respectfully withdraw membership if the experience of other members or staff is impacted significantly or repeatedly.

Photography

Your child may be photographed by Aerodynamix staff or their representatives during any class or any sanctioned club event/activity. These photographs may be used for promotional purposes. Photographs may be displayed on notice boards, placed in newsletters or used in flyers, website or on social media. We love the memories that a beautiful photo creates, so we are always happy to share photos of your child with you - just ask!

In the case that you do not wish your child to be photographed, please advise the club via the front desk.

For the protection of all children, when taking photos for personal use, please take care to capture images that do not include other children. If you wish to take a posed photo of your



Aerodynamix
GYMNASICS

More questions?

We are here to help. The best time to reach us is between 10am-3pm on weekdays. Give us a call on 9887 4223 to find out more about gymnastics, make changes to your enrolment or seek feedback about your child's progress. Outside of those email, send an email: info@aerodynamix.com.au.

