Class Absence Policy

Updated: 13/12/2023

Make-Up Classes

At our club, we understand that sometimes children may have to miss their classes due to illness or injury. (Please note that this service is not available for Squads, Competitive gymnasts, and some specialized classes). If your child will be absent, please notify us through the Customer Portal on our Website or the iClassPro App. You can record absences up to 20 days in advance and until 5 minutes before the class starts. Once the date and time of absence has been completed, you will be issued Makeup Tokens to redeem through the iClassPro app/portal. We offer a maximum of two makeup classes per term. Please be aware that we do not provide refunds if you change your mind.

**Please note that tokens expire after 90 day or at the end of Term 4

Follow the link on how to mark absences and redeem makeup tokens

Absences and Makeup Tokens

Credits:

Credits will only be given when children are unable to attend training for gymnastics related reasons and a medical certificate is produced. Credits will only apply if the office is notified prior to any absence. A credit of the balance of fees can be arranged if your child suffers a gym injury and parents notify the office at the time of the injury. Credits are not given where children or parents choose to miss the training session. Credits are not transferable.

Medical

Please ensure that medical information on your child is up-to-date via the Parent Portal. Gymnasts with asthma must provide the gym with an Asthma First Aid Action Plan and bring their own asthma reliever to gym as required. Strapping tape can be purchased from the gym office.

Insurance

If your child suffers a gym injury an accident report form will be completed and you will be phoned if necessary. If you wish to make a claim for Accident Insurance, please phone the gym office for contact details of the Insurance Company. Claim forms to the Accident Insurance Company must be submitted within 30 days of injury date. A Doctor's Referral is required prior to physio or chiropractic treatment if making a claim.