



# Fitness for Fun

## Information for families



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## Membership Information

We encourage all customers to join on the direct debit system as it is more cost effective and secures your place on a weekly basis. However, families are welcome to remain casual customers should their circumstances mean the direct debit structure does not suit them. The casual option is a good choice for customers planning to attend only once or twice throughout the year.

## Membership Structure and Fees

### Membership

Membership fees are transferable to other non-Fitness For Fun gym clubs or programs.

#### Annual Student Membership Fee: "Kinder Gym" \$72.00

Payable on the date students first join the Kinder Gym Program. Valid from January-December (pro-rata).

This fee covers the following:

- Gymnastics Victoria Membership
- Public Liability Insurance and Personal Accident & Injury Cover
- Birthday gift
- Equipment Levy (upkeep of gym equipment and centre running costs)
- Birthday Postcard sent in the month of your birthday
- Discounted birthday party rate (\$25 off deposit)

Each student is provided a Student Membership Pack upon first joining:

- Student Membership Card
- Uniform (printed leotard or t-shirt)
- Gym bag
- Fitness For Fun Merchandise

#### Annual Student Membership Fee: "Gym For Fun" \$92.00

Payable on the date students first join a "Gym for Fun" Program (includes Purple Star, Silver Star, and Mission Gympossible classes). Valid from January-December (pro-rata).

This fee covers the following:

- Gymnastics Victoria Membership
- Public Liability Insurance and Personal Accident & Injury Cover
- Complimentary Holiday Program (3 per annum, 1 each holiday period)
- Birthday gift
- Equipment Levy (upkeep of gym equipment and centre running costs)
- Birthday Postcard sent in the month of your birthday
- Discounted birthday party rate

Each student is provided a Student Membership Pack upon first joining:

- Student Membership Card
- Uniform (printed leotard or t-shirt)
- Gym Bag
- Fitness For Fun Merchandise

#### Annual Student Membership Fee: "GymStar":

GymStar Recreational	\$99
GymStar Competition Squad (4 hours per week)	\$108
Junior GymStar Squad	\$72
Intermediate GymStar Squad	\$99
Boys GymStar	\$99

Payable on the date students first join a "GymStar" Program. Valid from January-December (pro-rata).

This fee covers the following:

- Gymnastics Victoria Membership
- Public Liability Insurance and Personal Accident & Injury Cover
- Complimentary Holiday Program (3 per annum, 1 each holiday period)
- Birthday gift
- Equipment Levy (upkeep of gym equipment and centre running costs)
- Birthday Postcard sent in the month of your birthday

- Discounted birthday party rate (\$25 off deposit).

Each student is provided a Student Membership Pack upon first joining:

- Student Membership Card
- Uniform (printed leotard or t-shirt)
- Gym Bag
- Fitness For Fun Merchandise

#### Casual options

The casual option is a good choice for customers planning to attend for one of two sessions throughout the year.

- No annual student membership fee
- Higher per class rate (see table) to cover pro-rata insurance fees
- Higher rate on future programs and products including Holiday Program
- Can only book for current week
- Does not get preference for following week booking
- Do not receive a membership pack

## Prices on Programs and Products

Program/Product	Member's Price	Casual Price
Kinder Gym per class	\$20.00	\$25.00
Gym for Fun Purple Star per class	\$22.00	\$27.00
Gym for Fun Silver Star per class	\$26.00	\$29.00
GymStar Recreational	\$30.00	N/A
GymStar Competition Squad (4 hours per week)	\$75.00	N/A
Junior GymStar Squad	\$36.00	N/A
Intermediate GymStar Squad	\$36.00	N/A
Boys GymStar	\$36.00	N/A
Holiday Kids Class	\$37.00	N/A
Birthday Party base rate	\$350.00	N/A
Cotton leotard	\$22.00	N/A
T Shirt	\$15.00	N/A
Gym bag	\$5.00	N/A

## Family Discounts

2<sup>nd</sup> child receives 5% off their fortnightly fees.

3<sup>rd</sup> child receives 10% off their fortnightly fees.

4<sup>th</sup> and further children receive 15% off their fortnightly fees.

## Contacts

Postal Address: 343 Reserve Road, Cheltenham, VIC 3191

Phone: (03) 9077 5104

Email: [bayside@fitnessforfun.com.au](mailto:bayside@fitnessforfun.com.au)

## Office opening hours

Monday – Friday: 9.00am -5.00pm

## Contact with Members

Please keep your contact details up to date as we frequently need to contact you. Our most used method of contact is email for general messages to customers.

Newsletters	Email
Reminders re centre closures, classes not running	Text Message
New policy and procedure notices	Email

## customer feedback

Fitness For Fun welcomes any customer comments and feedback, either positive or negative.

We take negative feedback seriously, and we deal with it in a timely, sensitive and professional manner, with the best interests of both FFF and customers at heart.

Positive feedback is passed on to our staff members with the customer's permission.

Please raise your feedback in one of the following ways:

- In person with a centre administrator or head coach
- In writing or over the phone to the Administration  
Manager bayside@fitnessforfun.com.au  
Administration Manager  
Fitness For Fun, 343 Reserve Road, Cheltenham, VIC 3191  
Phone: (03) 9077 5104

## Program Information

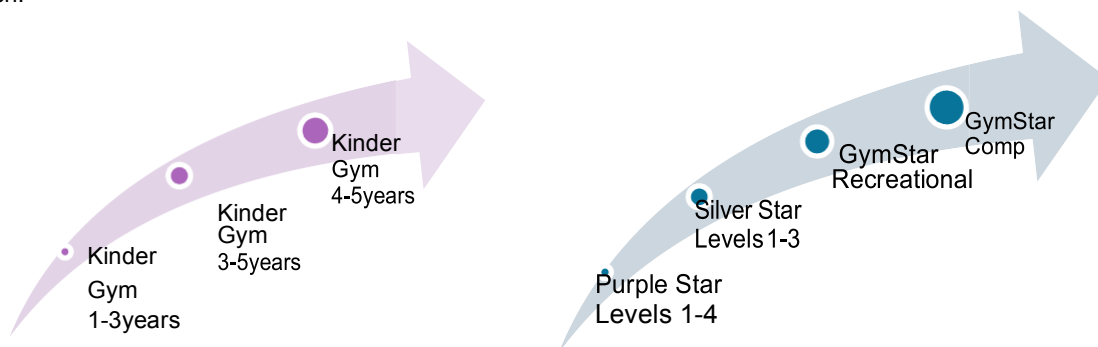
### Kinder Gym

The Kinder Gym program is a program, which incorporates learning basic gymnastic shapes and skills through play. The qualified gymnastic coaches who will lead your session are completely aware that every child develops differently and therefore will vary and cater the program for each individual child's ability and age.

1-3 years: Encourages play and exploration where the child will guide the parent through the circuit.

3-5 years: Involves more structured play, incorporating a weekly star skill and group time and more complex skills and activities. Parents are involved in a supervisory role.

4-5 years: Begin to perfect gymnastic skills using a smaller and a more intricate circuit format, and focusing on three apparatus each week. Incorporates a star skill each week where the child receives a sticker to collect and add to their sticker skill sheet certificate. In preparation for school, group games are used to warm-up and parents are not involved but are welcome to watch.



### Policy for Kinder Gym 1-3yrs & 3-5yrs classes

- Students must check in at the computer with the coach.
- Parent participation/assistance is required through ENTIRE duration of the class.
- Do not arrive any earlier than 5-10 min before you class starts. Coaches are either setting up or running a class and cannot be distracted by early arrivals. It is an open gym so please be respectful and supervise your children when waiting for class to start.
- 4-5yrs classes: parents staying to watch with siblings must supervise the siblings and cannot go on the gym floor. It is advised to drop your 4-5 yrs old off and pick up 5 min before class is finished due to open plan gym and liabilities.
- Siblings in KG classes that are not booked in must sit on the side and parent must provide something for them to do while the class is running. They are not covered by our insurance if they are not booked in the class.

Fitness For Fun does not provide a child-care service. Our classes are designed for parents and children to work together in the class. This implies that parents are listening to the coaches' instructions and assisting with their children, supervising their children and ensuring they are paying attention and trying each activity. We find that parents who do not participate fully not only impact negatively on other families' participation but also that of their own child.

Fitness For Fun reserves the right to ask parents to stop attending classes and remove a child's booking, refunding your fees, if we feel that parents' behaviour in classes is:

- Endangering children's safety
- Making it hard for our coaches to run a successful program (i.e. parents talking amongst themselves instead and not supervising their children)
- Impacting negatively on other families' participation

### Gym For Fun

Fitness For Fun has a carefully planned exciting level system that takes the gymnast through their progressions to learn the core skills of gymnastics ranging from a forward roll to a handstand, cartwheel and front sault. The children complete their levels by learning a number of drills, progressions and skills on each apparatus and then combining them together to form a routine. Each child is assessed twice a year and certificates are issued.

We try to have the children sorted into the most appropriate group suited to their level. We also try to accommodate for friendships in the groups as well.

### Purple Star Levels 1-4

Suitable for beginner level gymnasts aged 5-8 years.

### Silver Star Levels 1-3

Suitable for intermediate level gymnasts aged 6-10 or beginners aged 9+.

### Mission Gympossible

Suitable for boys ages 4-6 years

### Mission Gympossible Intermediate

Suitable for boys ages 6+

### Testing / Display Weeks

For the Gym for Fun programs, coaches will test students to assess their progress and evaluate whether they have completed their level after six months and twelve months. Testing is undertaken half way through the year and at the end of the year. Display week is the week following completion of testing where parents are invited to watch students show their skills on the equipment on the day of their regular class. Students will be given a Star Sheet at the end of their display class, containing information on their skills and level assessment

The week after display week we will run a fun week of purely recreational activities and games.

#### Passing a Level

Purple Star levels normally take 6 months to complete, while Silver Star and Silver Star Intermediate levels normally take 1 year to complete. There is a 70% pass rate required for the gymnast to move to the next level, if this is not successful they will repeat that level in the following three month period. This predominantly happens to gymnasts that have joined the program mid way through a three month block.

#### Moving Up Levels from Purple Star to Silver Star

- A place is held in your current Purple Star and the Silver Star class of your choice (subject to availability) until the outcome of testing is confirmed.
- To confirm if your child is moving up, you may contact your child's teacher or centre administrators.

### Booking Policies

- Bookings are not secured until payment is made. Bookings will not be held awaiting payment except in the instance of payment via direct transfer, where bookings will be held for 48 hours until payment is received to FFF's account.
- You may be turned away should you arrive for class without having made a valid booking. Walk-ins (ie not booked in advance) will be required to pay prior to child entering the class or turned away if the class is full.
- Bookings cannot be made on behalf of a friend (ie. listing the friend's child under your own family); bookings must be made with the parent or legal guardian's full details available and paid for upfront.
- Payments received via other methods than listed on this letter are not secure and may not be accepted.
- Fees not received by end of Week 3 are considered late and will incur a 10% late fee without exception.

### Trial Bookings

Students new to Fitness For Fun are eligible for a free trial in their chosen class, subject to availability. Trial bookings can be made at any time during the year.

Trial classes are free of charge, with the place being held for 3 business days after trial, awaiting the outcome of the trial.

Trials who wish to continue must pay the appropriate fees prior to attending the next class or their place will be forfeited.

### Make-Up classes

Make Up classes are offered for all Kinder Gym and Gym for Fun programs for classes missed for any reason, subject to availability.

- Make ups are offered subject to availability only – no make ups will be admitted into full classes.
- Make-ups will only be booked for classes already missed and attendance records checked on booking.
- Must be booked in advance through your centre admin. Make-ups who arrive without a booking may not be admitted.
- Must be taken within two weeks of the missed class – will not be carried over or refunded.

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- Must be taken in the same class (age/level group).
  - No make-ups allowed during testing or display weeks (Gym for Fun).
  - Classes missed for medical reasons which are unable to be made up during the allocated two weeks may be offered a credit or refund (see refund policy).



## Holiday Program Information

### Programs

#### Holiday Kids (4-12 years)

A 3 hour session appropriate for primary school aged children of all levels. Children are broken up into age/skill based groups to learn how to tumble, flip, swing and balance or build on existing gym skills. A variety of different games and activities each day.

### Booking & Payment Policy

- All Bookings must be paid for at the time of booking. No places will be held awaiting payment. Bookings will not be processed until payment is received.
- Payments and bookings must be made in advance via your centre administrator. Bookings are taken up right to the start time of class.
- Bookings cannot be made on behalf of a friend. Parents cannot book a friend's child under their name but must be made with the parent or legal guardians full details available. Payment can be made by any party.
- All bookings receive a confirmation email and a hard copy receipt for payment is mailed.
- No make-up sessions, credit or refunds allowed for missed classes due to non-medical reasons or change of mind.
- Make-ups, credit or refund will be considered for missed sessions due to medical reasons or extenuating personal circumstances.

## our centre

### Bayside

343 Reserve Road, Cheltenham, VIC 3191  
Access at all times from 343 Reserve Rd.

### Parking

Free parking on Wangara Road on the same side of Reserve road as Fitness For Fun which gives a safer walking path to the gym. There are 4 parking spaces available in front of the centre at 343 Reserve Rd. Additional 2 hour parking is available on Meleleuca Drive and surrounding streets..

### Public Transport

Closest train station is Highett on the Frankston Line, or Sandringham on the Sandringham line.  
Closest bus is 822 Chadstone – Sandringham which runs along Bay Rd.

### Timetable

Please refer to website for timetable details

## Policies

### ReFund Policy

Please choose your booking carefully. You do not get a refund if you or your child changes their mind. You may cancel given you provide two weeks' notice (2 x classes).

*Customers are entitled to choose a credit, exchange, repair or refund if the service, portion of service, or product purchased does not meet basic consumer guarantees, was changed by FFF and is now no longer suitable or was not able to be used due to medial reasons, and where a doctor's certificate is produced.*

*Credit, exchange, repair or refunds will not be given when the customer or their child changes their mind, the child has missed classes due to non-medical reasons and cannot attend a make-up class or proof of purchase cannot be produced.*

### Payment Methods

Payments made via methods not listed below are not secure and may not be accepted. Fitness For Fun take no responsibility for lost payments made by unaccepted methods.

#### Direct Transfer

Please speak with our centre in regards to bank details: (03) 9077 5104.

#### By Phone

Credit card payments over the phone: (03) 9077 5104.

#### In Person

Pay by cheque, cash or EFTPOS at our centre: 343 Reserve Road, Cheltenham, VIC 3191

#### By Mail

Mail cheques or credit card details to 343 Reserve Road, Cheltenham, VIC 3191

### First Aid

All centre management staff and most casual coaches are fully qualified with Level 2 (Senior) First Aid and Anaphylaxis Management. There is always at least 1 First Aid trained staff in the centre at all times.

First Aid Kits are located at each centre including a Ventolin Puffer and spacer, and Epipen.

### Anaphylaxis & Allergies

When working with children, allergies and asthma is a high priority and we ask for your cooperation in ensuring the safety of all children.

We ask all parents to:

- Call the office to update your child's record with any relevant medical information as needed.
- Do not send nut based snacks with your child to gym.
- Ensure your child has washed their hands after eating before entering the gym space.

We ask parents with children with asthma or allergies to:

- Provide an Action Plan to the Centre you attend
- Contact us so we can update our records and alert our coaches to your child's medical needs.
- If you bring an Epipen or Asthma Puffer, give it to your coach when signing in so they can store it safely in the office.

### Children's Clothing & Uniform

Children must wear appropriate and safe clothing while in the gym. Fitted comfortable clothing is best to avoid getting caught in equipment or falling loose when upside down.

- Hair pulled back away from face.
- No baggy long pants
- No denim.
- No skirts or dresses.

All student members receive a uniform upon joining. As the most appropriate attire for the gym, we encourage children to wear their uniform to every class.

Fitness For Fun reserves the right to ask children to change should there be a concern for their safety due to the incorrect uniform. FFF has some spare items of uniform for this purpose.

Additional items of uniform or larger sizes can be purchased through your centre administrators.

### Children Visiting the Bathroom

Toilets are located within the gym space, so children can visit the toilet unattended, one at a time only.

## Gym Rules

We ask that children adhere to these simple rules to ensure all children are safe within the gym and are able fulfill their potentials and get the most out of the programs.

I WILL	I WON'T
Always believe in myself	Say "I can't" in the gym
Always try everything at least once	Run or rush on the equipment
Listen to my teacher at all times	Be rude or mean to others in the gym
Wait my turn in line	Interrupt my teacher
Look out for the other children around me	Jump into the pit unless it's safe
Wear proper clothing that will keep me safe and comfortable	Push or hurt anyone in the gym
Use only nice language when speaking to my teachers and other students	Scream or yell in the gym
Keep my hands to myself	
Tell my teacher before I have a drink or go to the toilet	
Stay with my group at all times	