

PLEASE DETACH THIS PAGE AND KEEP IT FOR YOUR OWN REFERENCE

Terms and Conditions:

- Enrolment will only be confirmed upon full receipt of payment and completion of booking forms – Spots cannot be held or reserved.
- Incomplete booking forms will be returned and not processed until they have been completed.
- Enrolments will close when maximum capacity is reached. Classes cannot exceed maximum capacity. All enquires after maximum capacity is reached will be added to our waiting list.

Code of Conduct:

- Rules are established for the safety and well-being of all participants. If a participant displays inappropriate behaviour, a coach will speak to them about the rules and positively reinforce correct behaviour. If no improvement is seen, the participant will be asked to sit out. If negative behaviour continues to escalate, parent/guardian will be contacted and asked to pick child up.
- If a participant physically harms another child, member, or staff, they will be immediately removed from the class and parent/guardian contacted.
- If negative behaviour is a recurring problem, a meeting will be set up with parents and PCYC Blacktown reserves the right to permanently remove children from our programs without compensation if there is recorded ongoing issues causing disruption to classes.
- Any participants who undertake any other serious behavioural breaches including but not limited to; verbal abuse, threats, bullying or other inappropriate behaviour towards any staff members, club members or other participants will face sanctions at the discretion of club management.
- Any equipment damaged through improper use by a participant will be required to be replaced or paid for by the family.
- Parents, caregivers, and siblings are required to abide by PCYC codes of conduct. Failure to do so may result in the participant being removed from classes.

General Rules:

- Spectators and parents are to remain in the viewing area and refrain from speaking to their child while they are active in their class. Parents/spectators are not permitted in the class area unless invited on by a staff member. If you have an urgent issue during a class, please see one of our front desk staff and they will be able to approach one of our coaches. You are welcome to speak to coaches briefly after a class, however, please remember they have classes running back to back.
- Children under the age of 16 years will not be allowed to leave the facility unless accompanied by an adult.
- Photography must be limited to your own child only, PCYC reserve the right to inspect cameras if there is suspicion of abuse.
- No food or drink of any sort allowed in the class area except for water.
- Participants must wait until they are invited onto the floor by a coach.
- For reasons of insurance and general safety, children who are not enrolled in a class at the appointed time are not permitted in the class area.
- Nonparticipants who repeatedly enter the class without reason will be required to leave for the safety of our participants.
- Please label all personal belongings and do not bring valuable items to class. PCYC Blacktown does not accept responsibility for lost property.

Missed lessons - Make ups, Credits and Refunds:

- Refunds or credits cannot be given for change of mind.
- In the event of a missed class, a makeup class will be offered provided management has been informed by email prior to the class commencing and there is space available in a comparable class. Make up sessions are complimentary. If there is no space available in a class of the same or similar skill level or the available class does not suit your schedule, a makeup class will not be possible and you will not be issued a family credit or refund.
- Makeup classes can only be in the same term the lesson was missed.
- Credits can ONLY be applied for lessons missed due to an injury sustained in a PCYC class (the coach must be notified of this at the time) or an injury/illness requiring absence for 2 weeks or more, with supporting medical documentation. A credit form will need to be filled out at the front desk and submitted for review. Submitting a credit form does not guarantee approval.
- Refunds will ONLY be provided in the case of ongoing illness or injury resulting in exclusion from class for more than 5 weeks with supporting medical documentation. A refund form will need to be filled out at the front desk and upon approval from management, contact will be made to issue a refund.
- Credits/Refunds may be issued in other extenuating circumstances if approved by a coordinator/manger.
- Only classes paid for with cash or card can be credited or refunded. We cannot offer credits or refunds for classes paid for with the Active or Creative Kids Voucher under any circumstances.

Change of Class/Change of Mind:

- Class day/times can be changed provided there is space available in the new class and the current class. If the class your child is already in has been fully booked, we are unable to move the child out of this class as we have already turned away other people from this class.

Age and Skill Limits:

- The class selected must be appropriate to the child's age. Children will not be enrolled into a class if they do not fit into the age bracket.
- If parents would prefer to keep children together, older children are permitted to be enrolled in a younger group provided it is understood the lesson will be targeted to the classes specified age range.

Punctuality:

- Students must arrive on time to class and be ready in the waiting area 5 minutes prior to the commencement of their class.
- A parent or caregiver at the conclusion of their class must pick up students. Children cannot meet parents outside in the car park.

Attire:

- Students must be dressed neatly and appropriately for class, in comfortable clothing with hair pulled back off the face. Students dressed inappropriately will be asked to change and may not be able to participate in class if their attire poses a risk to coaches or the athlete.
- Dresses, skirts, denim and jewellery (including watches, with the exception of small earrings) are strictly prohibited.
- We recommend children do not wear jewellery to class as they will be asked to remove it before participating and no responsibility will be taken by PCYC Auburn for lost or misplaced items.
- Closed in shoes must be worn for all activities excluding those run in the gymnastics hall or martial arts room.

Medical Conditions/Additional Needs:

- Parents are required to inform PCYC Blacktown of any allergies, medical conditions, or additional needs their child has when enrolling. Parents are requested to explain known triggers, symptoms and management strategies when enrolling their child to help staff recognise and treat the condition. Please advise the centre of any special requirements.
- An Anaphylaxis/Asthma plan must be provided for students with these conditions.
- Parents/Carers are permitted on the floor to assist in the case of a student with additional needs. Any additional needs should be brought to the attention of coaches/management to ensure appropriate adjustments are made to the lesson if necessary.

Illness/Injury:

- Do not bring children to the club who are sick and may risk spreading illness.
- Any injuries must be reported to a coach and in the case of injuries requiring modification to skills, a doctor's certificate or physio's note should be provided to coaches to detail the exact nature of the injury.
- Participants who attend class with casts/splints or present in obvious discomfort (limping etc.) will not be allowed to participate unless appropriate medical clearance has been provided.

Active/Creative Kids Vouchers:

- Active Kids vouchers can be used for sports, dance, gymnastics, and fitness classes. Creative Kids vouchers can only be used for dance, art & parkour classes.
- Vouchers can only be used for the child named on the voucher.
- Vouchers can only be used in one transaction, any leftover amount on a voucher is forfeited and cannot be held in credit
- If using a voucher, this must be presented and redeemed at the time of booking.
- It is not possible to refund a cash or card payment after booking to instead use a voucher.