Gymnastics Aberdeen – Membership Terms, Conditions & Customer Information

For full details of Sport Aberdeen's general **Direct Debit Terms & Conditions**, please visit: www.sportaberdeen.co.uk/sport-aberdeen/terms-conditions

1. Membership Commitment

- By enrolling in Gymnastics Aberdeen lessons, you are entering into a **minimum contract of one month**.
- To **cancel your gymnastics lessons** after the minimum contract period, one calendar month's **written notice** is required from the renewal date (1st of each month).
- If you wish to cancel, please complete the **Coached Programmes Cancellation Form** to begin the process.

2. Booking and Administration

- Our Coached Programmes operate as a **continuous 50-week programme**, with a two-week break over Christmas.
- It is the responsibility of the parent / guardian of the participant to ensure Sport Aberdeen holds up-to-date contact details, particularly a current email address.
- If a participant is allocated to a class level deemed unsuitable, the team may recommend moving to an alternate class, temporarily freezing the membership, or cancelling it if no suitable option is available.
- Once payment has been made, refunds or credits will only be considered in exceptional circumstances — for example, where a participant experiences a significant illness or hospitalisation, supported by medical evidence. Approved credits will be applied as a discount on future course fees. Refunds or credits cannot be backdated beyond the date of notification. Requests must be made in writing to coachedprogrammes@sportaberdeen.co.uk , including a detailed explanation and supporting medical evidence where possible.

3. Class Cancellations by Sport Aberdeen

- Programmes operate 50 weeks per year, and your membership price entitles you to a minimum delivery of **46 classes**. This allows for one class cancellation per quarter without affecting your payment.
- If more than one cancellation occurs within a quarter, the value of any additional cancellations will be **credited against a future month's payment**.

- Advance notice of cancellations will be provided via email or text alert.
- As venue closures can occur unexpectedly, please always accompany your child into the venue to confirm lessons are running. Ensure Sport Aberdeen has your current phone number and email address.
- In the event of severe weather, please check the Sport Aberdeen website and social media for updates.

4. General Behaviour and Standards

Clothing

- Clothing must be adequate for stretching and tumbling.
- Long hair must be tied back.
- No jewellery (with the exception of stud earrings) or watches are to be worn.
- Clothes and belongings must be stored in lockers during lessons — items left in cubicles may be removed to lost property.
- Venue staff are not responsible for personal belongings and items of value should not be brought to the venue wherever possible.

Behaviour

- All participants and accompanying adults / children must behave in a way that is not disruptive to other participants, coaches or facility staff.
- Any conduct that is deemed disruptive or which affects the safety of others will result in the individual being removed from the class and potentially from the programme.

5. Supervision

- For all Recreational Gymnastics and Trampoline classes, all participants should be accompanied into the facility to confirm that classes are going ahead before parents / guardians leave the premises. Parents / guardians of children under the age of 8 years old must remain on site and the child must always be supervised throughout the building. You may be required to assist with toilet breaks.
- For Kindergym classes a parent / guardian must participate in the class with their child and are responsible for supervising their child at all times. For Preschool classes, adults are not required to participate, however they must remain on the premises to assist if required.
- Parents / guardians must ensure that any siblings of participants are always fully supervised within the building.

- For classes where an adult is not participating in the class, parents / guardians must ensure they are on time to collect their child after lessons. Coaches are only responsible for participants during their class which does not include anywhere in the venue before or after the session.

6. Illness

- Participants must not attend lessons if they have experienced sickness or diarrhoea within the past 48 hours.
- Absences do not need to be reported unless long-term, i.e. 3-weeks or longer.

7. Health & Safety

- Participants should check in at reception before their class.
- All areas must be kept free from obstacles for health and safety reasons and we would appreciate parents' vigilance in this area.
- Parents / Guardians of participants should notify the Coached Programmes team of any medical conditions or additional needs that may be relevant to their participation in the class.

8. General Guidance

- No food is to be consumed in the activity area.
- No photography, filming or electronic devices are permitted to be used in the sports halls in accordance with our Child Protection policies. If you use an electronic device such as a mobile phone, then you will be asked to leave the area.