



# Stuntworx Elite Policies 2020

## Fees and Payments Structure and Policies 2020/21

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Stuntworx continue to offer fees at the same rate for the last 5 years. Classes are charged per hour with a base rate of €7.50.

We strive to make our fee schedule very clear. There are a number of things you need to know **before** signing up for membership at the gym. Stuntworx Elite is a club, but it is run as a business and as you can appreciate, there are major costs involved such as industrial unit rent, insurance, staff wages, advertising etc. We cannot run a business on credit, and we have learned we cannot run a business on favours or promises. For this reason, there will be absolutely no exceptions made on payments or fees. Late fees are charged to any client whose payment is deferred or cannot be processed.

### Fee Payment Policy

1. All clients must register on our system using Auto-Pay. This means that your monthly fees will be deducted from your account on a set date each month – the 1<sup>st</sup> of every month (except where the 1<sup>st</sup> is a weekend or Bank Holiday, in which case it will be deducted on the first working day). Auto-pay does not trap you into paying for services you will not receive, it simply guarantees the gym will be paid and cut down on the amount of non-paying accounts. If you do not sign up for Auto-Pay, you cannot become a member of Stuntworx Elite. Auto Pay policies:
  - a. Auto-Pay does not negate your ability to pay via another method, such as cash or cheque. As long as you pay PRIOR to the auto-pay processing date, you may pay in other methods that are more suitable and your auto-pay will not be processed for that month.
  - b. Auto-Pay will not trap you into a year-long contract. All of our contracts for gymnastics are for 3 months, and will be terminated upon receipt of written request to cancel if you give minimum of 7 days notice to quit. If you do not give notice you will be charged for the next month of classes, and released upon 7 days notice prior to the 1<sup>st</sup> of the following month. Our contracts for competitive cheer (all star cheer) are for a full season. If you want to quit before the season is over, there will be a release fee (explained in detail below).
  - c. Auto-pay has a 2.5% processing fee which you can avoid by paying by cheque or cash only. All card payments are subject to card processing fees charged by the processing company. Stuntworx Elite are not in a position to absorb this convenience fee. You can avoid this fee by being organised. However, you will still need to be registered for auto-pay prior to paying in any other method.



- d. Any cards which run out of date, are lost or stolen, will have to be replaced on your parent portal asap or else your account may be made inactive.
  - e. Clients whose cards are declined during processing will be contacted and given a chance to pay in another method or 3 days to correct the card error, card errors must be corrected regardless of payment method. Should your athlete have a class between the declined payment and the 2<sup>nd</sup> attempted processing of your card, you will be requested to pay in cash at the class. No credit will be given.
2. There is no credit facility at Stuntworx Elite. You will not receive classes, services or products if your account is not up to date at all times. Athletes will not participate in classes without payment in advance. If you send a child to class without payment, the administrator will ring you for a credit card number to immediately process outstanding fees, or you will need to come back to collect your athlete. There will be no option of a child sitting out – this causes too much embarrassment for the athlete. For parents who do not answer when called, an added late fee will be placed on your account.
  3. Cheques which are returned unpaid will receive a fee of €10 added to your account.
  4. Extra classes which are not on our schedule will be charged at €5 per class. This must be paid on the evening of the class and the athlete will not be allowed to take part without paying.
  5. Club support is required in the shape of a book of raffle tickets that all athletes must attempt to sell once per year (€25 a book of 5 tickets), and during club showcase and worlds showcase. These events help keep the running of the club on budget. Last season the Covid-19 pandemic caused the club major losses and we will be making this up for a number of years, therefore the club support is a mandatory requirement from all athletes. If you choose not to support the raffle books, your account will be debited €25. Your account will also be debited for showcase once or twice each season at a rate of €10. We simply cannot run the club without this support.
  6. Pro-rated fees will be paid if joining partway through a term. This will include a different fee for your first payment, then a standard monthly fee thereafter. Depending on any extras required for your class, the first payment may be more expensive.
  7. Trial classes are available at a cost of €12 per athlete, plus €5 club insurance fee for a one off class. This fee will then be pro-rated and deducted from your membership fee upon joining.
  8. Family Discounts:
    - a. Family discounts are for immediate siblings only eg cousins cannot apply for a family discount.
    - b. Second and subsequent children will receive a 5% discount on tuition only (no discount on the cost of external vendors).
    - c. Registration discount is detail below.

### **Registration Fees and Personal Accident Insurance**

1. Registration is paid annually upon joining. The cost of this is €40. Clients who pay full registration rate will receive a club t-shirt. The rate also includes personal accident insurance. There is no way to join the club without paying your registration (including if you have your own insurance and do not want a t-shirt). This is a mandatory fee. This fee will increase for the 21/22 season.
2. The registration fee reduces to €30 after February (t-shirts can be purchased separately after this point while stocks last).



3. Family registration is reduced at €60 for 2, €80 for 3 children.
4. Registration to our national governing body of Cheer Sport Ireland to include gymnasts, cheerleaders and trampoline gymnasts is also mandatory and is charged at €10 per year upon joining for any age member.
5. Our personal accident insurance will cover athletes for any incidents that may occur on our premises while taking part in gymnastics or cheerleading classes. This is included in your membership and we encourage you to use it if necessary. Upon any accident requiring medical insurance, you will be issued a form to fill out. Please keep all receipts if you intend to use the club insurance policy. Please be aware there is an excess which you must pay in order to claim off the club insurance policy.

### Refund Policy

1. Dropouts are allowed at the end of a **term** only. This is because we budget in 12 week blocks. Therefore, there are no refunds on unused classes due to an athlete dropping out partway through a term.
2. No refund will be given once a term begins.
3. Gymnasts that have paid in advance of a new term, and have given **7 DAYS NOTICE** to quit prior to the beginning of that term; any payment received towards the new term will be refunded. Please note that terms and monthly payments are not the same thing. Your term fee is split into manageable monthly payments for your convenience. This is not intended to allow underpayments.
4. **Competitive cheerleaders** will not receive a refund under any circumstances if they quit prior to the end of season. All outside fees are split between your monthly fees and must be paid in bulk upon quitting early.
  - a. **An Early Release Fee** will be charged to your card upon quitting a team early (ie before the season ends in July). That is broken down into the amount of monthly payments for external vendors remaining on your account for that season added together and then subtracting any fees that have *not already fallen due* on your behalf to external vendors. You will not be responsible for tuition for the months you do not use, as long as you give **2 WEEKS NOTICE** of quitting a team prior to the next payment date.

**Example** If you leave on February 14th, having already paid your monthly tuition on Feb 1<sup>st</sup>, then you will be responsible for the extras for March, April, May and June, minus any fees not already falling due to the club.

If there is a competition fee due of €35 in March which has not been paid, that will be deducted from your set fees. Say your tuition is €70 including €20 of extras, that means:

March €20 + April €20 + May €20 + June €20 (€80) – March Comp fee €35 = €55 due to be paid to clear your account eg €80-€35 = €25.

If you leave on February 23<sup>rd</sup> (for example or any other day within 2 weeks of the next payment), you will ALSO be responsible for the March Tuition fee.
5. Refunds in the form of credit can be given to a child with an illness or injury lasting more than 2 weeks. No refund will be given within the first week of missing a class. The



administrator must be made aware of the absence before any credit can be applied. To take advantage of this, a doctor's note is required.

### Missed Classes and Refunds/Credit

1. Generally speaking, any class cancelled by the management (not covered elsewhere in this policy) will be offered a make-up class within the next 7-13 days. No refunds will be given. As there are no breaks between terms, you will not be offered an extra class on your regular day.
2. Any class cancelled as a result of inclement weather, flooding, or weather warnings will not be given a credit. These classes would be a danger to host and therefore there is nothing we could do to change that.
3. Any time the gym is closed due to competitions etc where the missed class is not on the schedule, you will be offered a make-up class OR a class credit.
4. Classes missed where the client has not forewarned the administrator using the Class Absence tool on the parent portal will never be eligible for a refund or class credit.
  - a. In order for the make-up sessions to work, we need to be aware of what classes will have space for an extra individual. This only works when parents give us plenty of notice of a missed class.
5. Where there is a major closure of the gym for any reason (such as during the 2020 pandemic or any other major cause of closure) there will be classes offered online instead. This will be the only make up given.

### Tuition Payment Due Dates (including Worlds Payments for Worlds Cheerleaders only)

August 10 <sup>th</sup>	September 1 <sup>st</sup>	October 1 <sup>st</sup>	November 2 <sup>nd</sup>	December 1 <sup>st</sup>	January 4 <sup>th</sup>
February 1 <sup>st</sup>	March 1 <sup>st</sup>	April 1 <sup>st</sup>	May 4 <sup>th</sup>	June 1 <sup>st</sup>	NO JULY FEE
<i>Worlds Payment Dates</i>	August 22 <sup>nd</sup> €350	October 17 <sup>th</sup> €350	December 12 <sup>th</sup> €350	February 13 <sup>th</sup> €350	
Worlds payments can be made monthly or weekly as long as they are paid by Feb 13 <sup>th</sup> .					

### Apparel Fees

Gymnasts do not require any special apparel to take part, except our club t-shirt which is included in the registration fee upon joining at the start of the season or can be purchased for €10 if joining late in the season.

Cheerleaders will require uniform if involved in a competitive team only. No uniform otherwise required. Uniforms cost under €100 for non travel teams.

Uniforms must be purchased upon taking a place on a team. You must give measurements and payment in advance.

# GENERAL CLUB RULES

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### Before Joining:

- A. All athletes must have a parent portal, can only be registered by an adult parent or guardian, and must be paid in full prior to beginning any class. If these steps are not followed, the athlete is not a registered member and cannot attend our sessions.
- B. It is compulsory that an adult or guardian sign our waiver forms online or at the gym, and accept all of our rules and regulations. Upon joining you agree that you have read all of our terms and conditions, the mandatory waiver acceptance and you acknowledge you understand and agree to those and the club rules.
- C. All new members must include their medical allergies or conditions so that the club can deal with any situation that may arise with all relevant information. If you do not declare medical issues, you are putting your child at risk.

### Upon Joining:

#### Conduct

1. We will not tolerate rude, aggressive or otherwise untoward behaviour from clients (parent or athlete). This type of behaviour will be met in kind and your child will be excluded from the club immediately with no refund.
2. Coaches and staff are there to help the club by helping the athlete. There is never a time when we go out of our way to upset anyone as it doesn't help anyone to behave that way. Please consider that our decisions are not personal, there is no like or dislike involved and we are all here to ensure the successful running of the club. Questioning staff decisions that you don't like is fine, at the right time and place, however, be prepared to be open minded and accept that the coach knows best when it comes to coaching policies.
3. Confrontation of any kind from a parent will result in you being asked to leave the gym. Try not to take this personally, there are children present at all classes and they do not need to hear your grievances. If you need to talk to a coach, arrange a private meeting.
4. Always sleep on it. If there is some reason you are upset, eg, your daughter is upset at the end of class that she was moved in the pyramid, please don't come in to talk about it immediately. Ask your child what happened. Let them tell you their side. Then sleep on it, ask again and then approach us. Competitive team sports can be emotional. Allow them to vent!
5. Athletes with attitude issues or who are repetitively late, disruptive, or abusive to other athletes or coaches, in or out of the gym environment, will be dismissed.
6. Any action by a member which could cause the club to be brought into disrepute will result in that member being dismissed. This could involve bullying, social media abuse, drinking alcohol, consuming drugs, theft, wearing a uniform outside of official events, or engaging in dangerous behaviour.

#### Presentation and Personal Hygiene

1. All athletes must wear hair tied back where possible.
2. All athletes should be clean, including hair, nails and clothing.
3. Sports attire should be appropriate, no loose clothing, no jeans.
4. Sports bras should be worn by all female athletes, or t-shirts should be tucked in.
5. Cropped training kits are allowed but must be well fitting and appropriate.
6. No rude or inappropriate slogans.
7. All cheer athletes require cheer trainers.

#### D. Photography

1. Photography is not allowed, other than that by Stuntworx Coaches for training or publicity purposes.



2. Athletes may opt out of photography being posted online through your parent portal.
3. Athletes wishing to have their skills recorded can ask a coach to do so. Coaches will only record skills which have been cleared to be performed/attempted by the athlete. No recording of new skills by other athletes.
4. Parents/spectators cannot use any photographic equipment including mobile phones with photographic capabilities while in the waiting area/reception. This is covered in our child welfare policy.
5. Phones being used in class will be confiscated. Repeated violation of this rule will result in suspension.

#### E. Social Media

1. There should be no use of social media while at Stuntworx Elite.
2. Posting of videos/pictures taken at Stuntworx Elite requires permission from the club and any athletes in the video/picture.
3. "Going live" or live streaming from Stuntworx Elite is strictly prohibited.
4. Tagging Stuntworx Elite in any inappropriate pictures/videos will result in disciplinary action.
5. The use of the name Stuntworx Elite is prohibited for use in athlete's profile names or biographies.

#### F. Late arrival

1. Athletes who arrive late to class, must present to their coach.
2. Athletes who miss warmup/stretch must warmup before attempting to join in to skills.
3. Athletes who are repeatedly late to class will be sanctioned with extra conditioning to make up for the missed start of class conditioning. This is not a punishment and no child will be singled out for being late. They must present to the coach, explain their lateness, and receive instructions for warmup.

#### G. Injuries

1. Injuries will happen from time to time and athletes will not be allowed to participate without:
  - a) personal accident insurance
  - b) signed waiver to allow the athlete participate
2. Athletes must report all injuries immediately to their coach and parents
3. Unexplained bruising will be questioned, please do not feel insulted.
4. Injured athletes on competitive teams will be replaced if necessary. The injured athlete will be reinstated once they are better.



5. The club cannot guarantee a space will be kept open if the injury requires a long term recovery.

#### H. Other

1. Uniforms must be purchased for all competition teams.

2. If you accept a place on a competition team, that entails paying for all competition related costs in a timely manner. Being late with these payments will affect the member's position on the team.

3. Photos of all members may be used in publicity online/printed material etc. Athlete's names will not be printed with photos unless you are informed previously.

4. Attendance is crucial to all classes. If a member misses 3 or more class in any 12 week term, they will be unable to compete with their team and will be replaced. One month prior to any event is a red zone. Classes cannot be missed for any reason without express prior written acknowledgement from the team coach. Athletes who miss 2 classes or more in this timeframe will be ineligible to compete and will be moved to a different group or a stunt group to train with during the time leading to the event. They can rejoin their team after the event. All compulsory events will be communicated to you at the beginning of each season. It is essential that you make yourself aware of these dates. Extra events added later in the season are not compulsory and athletes can give notice they will not be able to attend the event and be placed on another team or group during this time.

5. Athletes will be moved from their group from time to time for various reasons. Should this move represent a shorter amount of training hours with less cost, a refund of overpayment can be made or added to the athletes account.

6. No Cougars/Stuntworx material is to be shared online or taught to anyone who is not a member.

7. Coach will not be permitted to discuss any issue with parents during class time. Please organise a meeting.

8. You are required to purchase Personal Accident Insurance upon joining the club. We understand that you may already have personal accident for your child, however, we are not willing to teach a child who is not specifically insured to participate in cheer.

9. Club welfare issues can be dealt with directly with the Children's Officer. Club policy complaints or coaching decisions that parents do not agree with are not welfare issues and as such the welfare officer will politely decline to deal with issues of this nature.

10. Open Gym is for cheer athletes only. No other participants are allowed. Open gym is not "open gymnastics", it is where the gym is open to athletes to ask advice from coaches and work on drills and skills that have been covered in class. No new skills are allowed at open gym, and no skills which have been learned outside of Stuntworx Elite Gym unless these skills have been cleared by the coach on duty.

11. An adult must bring the athlete to class, walk them to the door and wait with them until their class is ready to begin. Similarly, an adult should collect that athlete from the door and walk them to the car etc. No athlete is allowed to leave the gym unaccompanied.



# Covid-19 and other forms of Communicable Disease/Virus

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Stuntworx Elite are determined that Covid-19 will have as little impact as possible on our clients and staff. As of June 2020 we have established new protocols for making the gym a safe environment in which to participate in classes, camps and other events. However, you must accept that there is no way to 100% guarantee that an athlete will not develop Covid-19 at some point.

Athletes returning from Pandemic Lockdown will be subject to:

1. Health Screening (as per our usual pre class screening – we have no medically trained staff)
2. Temperature Check
3. Shoes and Hands Sanitized
4. Reminders of Personal Health Hygiene
5. Personal Space in line with government social distancing advice
6. No hugs, no high 5s, no personal contact between athletes
7. Coaches will spot with mask and use hand sanitizer prior and after, should a spot be strictly necessary.
8. Coaches will provide first aid when required, wearing gloves and mask.

The gym will be sanitised regularly including:

1. Daily deep clean before classes
2. Equipment sanitation between classes
3. Each station will have hand sanitizer before each use

Please do not come to the gym:

1. If you are feeling unwell
2. If you have a cough
3. If you have any symptoms of Covid-19 or Flu
4. If you have been in contact with a known case of Covid-19, or any of your immediate family are quarantining for Covid-19.

You may be subject to the following when entering, or participating with, Stuntworx Elite:

1. Refused Entry (if displaying symptoms of Covid-19)
2. Temperature Check
3. Hand Washing/Hand Sanitizing
4. Shoe Disinfectant
5. No parental entry during our pandemic reopening
6. Cash may be disinfected

You must sign your Communicable Illnesses Waiver on our parent portal – below for reference:





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This waiver states that I, as the parent or guardian of the athlete/s enrolling in a course/event at Stuntworx Elite, (or as an athlete if I am over 18), am aware that there is a risk of catching any virus, including but not limited to, Covid-19 aka Corona Virus, while participating in events or classes with Stuntworx Elite. By signing this waiver, I agree that I have read it and that I am aware of the risk of catching communicable disease while training at, or competing with, Stuntworx Elite and that I agree I will not hold any liability against Stuntworx Elite or coaches at Stuntworx Elite as a result of developing any virus with or without symptoms, and any loss as a result of said virus.

I am of sound mind and I am aware of the Covid-19 (and other Communicable diseases/Viruses) Policy Document, available on the Stuntworx Elite Website or in the Stuntworx Elite Reception.