



CLUB POLICIES

1. **Arrival and Departure:**
 - a. Students must arrive at least 5 minutes before class starts and should be picked up promptly at the end of their session.
 - b. Fly Once follows a 15-minute lateness policy. If a student arrives later than 15 minutes after the class has started, they will not be admitted, as it's essential to complete the warm up session. No refunds, credits, or make-up sessions will be provided if admission is denied due to lateness.
* An exception applies to competitive-level students, who must inform management or their coach in advance of any late arrivals, as their training sessions typically extend beyond three hours.
 - c. Fly Once is not responsible for the safety of students before or after their scheduled class.
 - d. Students should remain inside the building and be picked up and dropped off by a parent or guardian, unless the student has a written consent to leave independently.
 - f. Lost items will be kept for a month, after which Fly Once Management reserves the right to dispose of them.

2. **Dress Code:**
 - a. We recommend the students to wear the designated uniforms Rhythmic Gymnastics-FOG Pink top and FOG black bottom / Artistic Gymnastics leotards for girls and training shirts for boy.
 - b. New participants / trial students can wear comfortable athletic wear, such as shorts, leggings, or warm-up pants, paired with a fitted t-shirt or sports top. For safety reasons, please avoid hats, skirts, dresses, baggy clothing, jeans, hoodies, and any clothing with pockets, zippers, buttons, or strings.
 - c. Jewellery (including studded earrings), watches, or any accessories are not allowed during classes for safety reasons.
 - d. Medical or religious bracelets should ideally be removed before entering the gym. If removal isn't possible, they must be completely covered with protective tape, sweatbands or similar items.
 - e. Long hair must be tied back, and short hair should be kept clear of the face. Avoid using hard headbands or sharp Hairpins.
 - f. Nails should be trimmed short to ensure safety and comfort.
 - g. Religious head covering should be removed if possible. If not, they should be replaced with secure head covering that leaves the neck free to minimize any risk injury.
 - h. Footwear is NOT allowed on the gym floor at any time
 - i. If your child has any skin condition that could be contagious, they should be properly covered (e.g with socks) to prevent the spread of infection, please let the management or coaches know in advance.

- j. Children over the age of 3 must be fully potty trained and diaper-free to participate in classes. All students in independent classes must be able to use the restroom on their own.
- k. Fly Once reserves the right to refuse entry to anyone who does not comply with these attire guidelines.
3. **Safety:** Students must follow instructor directions at all times. Unsafe behaviour may result in removal from class.
4. **No Food or Drink:** Only water is allowed in the gym area. No food, gum, or sugary drinks are permitted unless prior approval by The Management was given.
5. **Respect for Others:** All students are expected to show respect to their peers, instructors, and equipment.
6. **Attendance**
Make-up classes should not be expected. We understand that life can be unpredictable, and children may occasionally miss a class due to illness or unforeseen circumstances. When available, make-up opportunities are offered to support students in extenuating situations and minimize disruptions to their athletic development.
- a) Regular attendance is expected. If a student will miss a class, parents must inform the gym 24 hours in advance (except for emergencies which the parents need to let us know the nature of emergency.) *or the missed class will be forfeited*.
 - b) **Make-up Classes:** A minimum of 24 hours' notice is required before the class starts. Otherwise, the session will be forfeited.
 - Personal or social absences, e.g. attending parties, playdates or feeling tired are not eligible reasons for make-up approval.
 - Make-Up classes must be approved in advance though Call or WA +65 8126 0601 staff and you must receive a booking confirmation message from the management.
 - Make-up classes are subjected to availability and must be completed in the same term.
 - Requests to reschedule a booking of a Make-Up Class must be done at least 48hrs before the scheduled class to allow coaches to plan for your child.
 - In the event of a missed make-up class, there will be no further make-up

- If a student attends a class without arranging for replacement, it will be considered an additional class and charged based on the current gymnast training rate.

7. **Absences**

a. Short-Term Absences (Less than 3 Weeks)

- Members are highly encouraged to arrange for a replacement class.
- If no replacement class is arranged min.24hr before miss lesson, else the missed lessons will be forfeited.

b. Medium-Term Absences (3-4 Weeks) – Pro-Rate Option Available

- Pro-rating is only available for a minimum of 3 weeks and a maximum of 4 weeks, with supporting documents (e.g., airplane ticket).
- Maximum pro-rate for holidays is 4 weeks, with supporting documents. If the absence exceeds 4 weeks, from the 5th week onward, a weekly secure slot fee of \$50 will apply.

- If no documents are provided:

Option 1: Arrange a replacement class min.24hr before miss lesson, else the missed lessons will be forfeited.

Option 2: Pay a weekly secure slot fee of \$50.

If a gymnast's absence reaches four weeks, a final reminder will be sent before the deposit is forfeited. If the deposit is fully forfeited and the gymnast wishes to resume training, they must replenish it in full, with registration fees waived.

c. Long-Term Absences (More than 4 Weeks) – Medical Cases Only

A pro-rate may be considered only for long-term injuries/illnesses with a Medical Certificate or Doctor's Letter. Approval is subject to management review.

If a gymnast's deposit is affected and they wish to resume training, they must top up the deposit to the full amount (registration fees will be waived).

8. **Payment Policy:** All fees are to be paid monthly/term-based in advance, as the invoices will be sent out at least a month before the start of the new term. A \$50 late payment fee will be applied one week after the new term begins, and any applicable discounts (sibling, referral, etc.) will be forfeited
9. **Deposit Refund Policy:** A notice of withdrawal from the gymnastics school must be submitted *at least one month before the end of the current term*. Failure to provide this notice will result in forfeiture of the deposit.
10. **Injury Policy:** In case of injury, students must notify the instructor immediately. Parents will be contacted in the event of an emergency.

11. **Media (Photography and Filming)**
 - a. Strictly no photography or filming
 - b. Fly Once staff regularly use photographs and videos as training aids. These serve as effective coaching tools, allowing students to track their progress, analyze performance techniques, and keep parents informed about their child's development.
 - c. From time to time, Fly Once Management may use photos and videos taken during classes, camps, or programs to showcase our offerings in promotional materials, brochures, and on our website.
 - d. Fly Once Management is committed to safeguarding the children in our programs. Any media used for promotional purposes will be presented in a positive manner, highlighting the success of our programs and the achievements of our students.
 - e. With a granted media release, Fly Once Management reserves the right to use photographs and videos taken during camps, classes, or programs on its website and in future publications.

12. **Enrolment Agreement:** By enrolling, parents/guardians agree to abide by all rules and policies of the gymnastics school.

13. **Waiver of Liability:** The school is not liable for any injury that occurs during participation, except in cases of gross negligence.

14. **Photo and Video Consent:** By enrolling, parents consent to the school using photos or videos of their children for promotional purposes unless otherwise stated in writing.

15. **Termination of Enrolment:** The school reserves the right to terminate a student's enrolment for disruptive behaviour, non-compliance with rules, or failure to pay tuition fees.

16. **Code of Conduct:** All students, parents, and staff must maintain a respectful environment. Disrespectful or aggressive behaviour may result in disciplinary action, including suspension or expulsion from the program.

17. **Change of Club Policy**

We reserve the right to modify or update this Club Policy at any time. Any changes will take effect immediately upon being posted on the Fly Once website (<https://www.fogymnastics.com>). By continuing to use our services or making transactions with Fly Once, you acknowledge and accept those changes.

If we make material changes to this policy, we will notify you by posting a prominent notice on the website or by sending an email to users who have provided contact information.