



# MEMBERSHIP

## 1. MEMBERSHIP FEE

- a. Membership fee is a one-time payment and is non-refundable.
- b. Membership fee is not applicable to Trial Classes and drop-in single classes.
- c. Membership benefits are only active when you have an active class package.
- d. Membership benefits include priority booking of regular class packages, member-exclusive benefits such as priority booking, seasonal discounts, and special promotions on activities like holiday camps, workshops, open sessions, events, competition packages, and apparel.

# CLASS PACKAGES

## 2. BOOKING OF CLASS PACKAGES

- a. Purchasing a committed class package guarantees a place in your regular classes. This allows us to track and monitor progress, enabling tailored lesson planning. A committed class package typically includes a set number of classes per week over a defined term (e.g., 8 weeks).
- b. **Class packages once paid are non-refundable.**

## 3. STUDENTS WITH ACTIVE CLASS PACKAGES

- a. All students are expected to adhere to a regular class schedule. Attendance is monitored to ensure consistency and progression.
- b. All classes committed, paid and/or unutilised classes are non-refundable.
- c. If a student is unable to attend classes due to illness or injury, Galaxy Gymnastics will suspend their membership and class schedule until a licensed doctor certifies that the student is fit to return. This policy applies only with the submission of a valid medical report or certificate.
- d. Students aged 3 to 15 years old will receive automatic coverage under our Goodwill Accident Coverage policy while actively enrolled at Galaxy Gymnastics Space. If a gymnast sustains an injury during their time at the gym, they may be eligible to claim up to \$300 for medical consultation fees and ambulance costs. However, this coverage is contingent upon the submission of an official doctor's medical report, receipts, and assessment. Please note that this insurance benefit does not apply to open play session, drop-in single classes and inactive members.

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#### 4. STUDENTS WITH INACTIVE CLASS PACKAGES

- a. Students with an INACTIVE class package will be placed on the Inactive membership list.
- b. Inactive students who did not resume classes within a year (365 Days) will be removed from the membership list.
- c. Members who have lapsed for more than one year will have to pay the full membership fees again.

## MAKE UP CLASSES

#### 5. CANCELLATION, POSTPONEMENT, AND MAKEUP CLASSES

We understand that unforeseen circumstances happen, and you may need to cancel or change your regular class schedule with us. To respect the time of our staff, we ask that you notify us of a cancellation or reschedule at least **24 hours** prior to the reservation.

This allows us ample time to inform the coaches if there is a need to adjust the lessons or fill the reservation should you need to cancel/reschedule your session.

- a. Any cancellation of regular classes is to be **informed at least 24 hours** in advance via WhatsApp. We will follow up with you on a makeup class on the next available working hour.
- b. Makeup classes are to be fulfilled within the current term and within the published class timing schedule.
- c. **If you are unable to fulfil any makeup classes during the current term, we will only bring over 2 makeup classes to the next term, valid with a committed full class package for the next term. Makeup classes can only be carried over for the duration of one term. There will be no further extensions or subsequent carrying over of makeup classes.**
- d. Scheduling of Makeup class is subject to class availability.
- e. Any missed and/or makeup classes not fulfilled during the current or the following term will be forfeited.
- f. No-show or absence without notice for make-up classes booked will be deemed fulfilled.
- g. Make-up classes/credits are not to be used to offset regular class fees in the next term.
- h. Make-up classes are non-transferable. I.e. Not to be used to add on to a sibling class or transfer to another student.

**OFFERING MAKE-UP CLASSES FOR ABSENCES IS OUR EFFORT TO REMAIN FLEXIBLE FOR OUR CUSTOMERS.**

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## REFUNDS

### 6. REFUNDS

All activities are non-refundable. Alternatives include transferring unused activities to another person, converting them to in-store credit, or converting in-store credit to Open Play sessions. An administrative fee of \$80 applies to successful refund requests, subject to case-by-case evaluation.

## WITHDRAWALS

### 7. CLASS WITHDRAWALS

- a. Student or Parents/guardians must submit a written request i.e. via WhatsApp for withdrawal request for gymnastics classes.
- b. We strongly advise you to attend all of your scheduled Term classes, as there will be no refunds provided for any classes that remain unused.
- c. We will acknowledge receipt of withdrawal requests and communicate the status of the withdrawal process to the student or parent/guardian in a timely manner.
- d. Student or Parents/guardians are encouraged to reach out to Galaxy Gymnastics for any inquiries or clarifications regarding the withdrawal policy or process.

## ANNOUNCEMENTS AND NOTICES

### 8. ANNOUNCEMENTS AND NOTICES

All announcements and notices (closures, term break, assessment week, etc) will be posted on our social media channels, Facebook and Instagram. We will also be sending such announcements and notices at least once to your WhatsApp account and on the WhatsApp channel (Galaxy Gymnastics Singapore)

Facebook: [GalaxyGymnasticsSG](#)

Instagram: [GalaxyGymnasticsSG](#)

WhatsApp Channel: [Galaxy Gymnastics Singapore](#)

WhatsApp: [+6588041034](#)

We encourage you to follow and like our listed social media channels and WhatsApp to be updated.

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## POLICY REVIEW

### 9. POLICY REVIEW

- a. This policy is subject to periodic review and may be updated or amended as deemed necessary by Galaxy Gymnastics to ensure alignment with the gym's operations and requirements.
- b. By enrolling yourself/your child in our Activities, you, parents/guardians acknowledge and agree to adhere to the terms and conditions outlined in this policy.

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# CODE OF CONDUCT

## 1. GALAXY HOUSE RULES

- a. **Listen to the Coach.** We are responsible for your learning and safety. We emphasise on you receiving a solid foundation before progressing and increasing to the next skill level.
- b. **We are an open and inclusive Galaxy Community.** No judgement, racism, biasness, and orientation preference. Support, motivate and encourage each other during lessons. Every individual's learning curve is different.
- c. **Do not attempt any skills** that you are not physically and mentally ready for. Check safety before attempting any skills.
- d. **No Food and Drinks** in the Gymnastics Space. Water is available to hydrate during lessons. So, bring your own bottle for refill.
- e. **Try your best.** Be better than your previous result.
- f. **Respect the equipment.** It reflects a lot on your character and habits when you abuse our equipment and not keeping it back after use.

## 2. GALAXY CLASS RULES

- a. Students are to arrive early (i.e., 5 minutes before class) and leave promptly after the class ends.
- b. Students arriving more than 15 minutes after the class starts will not be allowed entry to the class.

## 2. NON-PARTICIPANTS ETIQUETTE

- a. Respect the Gymnastics Space and the Gymnasts. Non-participants (Parents, Partner, Friends, Relatives, Siblings) are to be outside the Gymnastics Space.
- b. Refrain from shouting and/or giving additional instructions during the Gymnasts' lesson. Allow the Gymnasts to have fun learning, make mistakes, and be comfortable in a non-judgemental environment.
- c. Non-participants will be escorted out regardless of reasons given because safety is our priority.
- d. We do not allow non-Participants to be sitting and occupying a space in the Gymnastics Space.
- e. Non-Participants are highly encouraged to have a dessert break, shopping or have their own time during the Gymnast's lesson. The mall offers a wide range of choices to satisfy your intended break or shopping plans.

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- f. We encourage you to record your Gymnasts' skills and achievements during the lesson. Do hashtag us #galaxygymnastics, #galaxygymnasticssg , #Agymoutofthisworld if you are sharing on your social media platform.
- g. Be on time by sending your Gymnast to classes and picking them up after class. We do not want the class to be delayed. Let us know if you will be late.

### **3. RIGHT TO REFUSE SERVICE**

- a. Galaxy Gymnastics reserves the right to refuse anyone demonstrating violent, threatening, inappropriate, rude and unruly behaviour to any member of the team.

### **4. PRIVACY**

- a. Information collected from this site is only used if we need to contact you for further information regarding your sessions and announcements with regard to Galaxy Gymnastics.
- b. We greatly appreciate your cooperation in providing us with your contact information.

For any clarifications and query, email us at [enquiry@galaxygymnastics.asia](mailto:enquiry@galaxygymnastics.asia)

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## OPEN SESSIONS

1. **Children's Attendance:** Children below the age of 12 years old must be accompanied by their parents during Open Play Sessions. Each parent is allowed to accompany up to 2 children per session.
2. **Supervision Requirement:** We do not permit unsupervised and unattended roaming of children within the premises. Parents or guardians are responsible for ensuring constant supervision of their child during the session.
3. **Staff Accompaniment:** If you require our staff to accompany and look after your child during the session, an additional charge of \$10 per person per half hour (30 minutes) will be applicable. This is also subject to our staff's availability.
4. **Galaxy Open Session Rules:** Customers are expected to abide by the following Galaxy Open Session Rules during their visit.
  - a. **Hours Paid:** The hours paid for must be used in solid blocks. Splitting of the session into multiple periods is not allowed.
  - b. **No Food and Drinks:** Consuming food and drinks within the space is not permitted.
  - c. **No Sharp Objects:** Users must refrain from wearing or carrying sharp objects such as watches, chains, or metal zips while using the space.
  - d. **Sharing Space:** Customers are encouraged to share the space and treat each other with respect, friendliness and kindness.
  - e. **Cleanliness:** Customers are responsible for keeping the equipment after using them, and cleaning up any mess they create during their session.
  - f. **Cleaning Surcharge:** A cleaning surcharge of \$100 will be imposed on individuals who soil or damage the equipment, including instances of urination, defecation, vomiting, or deliberate destruction of the equipment. This surcharge is intended to cover the costs associated with sanitizing and repairing the affected items.
  - g. **Galaxy Commanders:** Our Galaxy commanders (Admins) have authority over the space. Customers should seek their guidance in case of any doubts or queries.
  - h. **Timely Exit:** Customers must exit the space promptly once their allocated time is up.
  - i. **Social Media Tagging:** Customers are encouraged to share their experience and tag the company on social media posts. #galaxygymnastics #galaxygymnasticssg #AGymOutOfThisWorld

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