



MEMBERSHIP POLICY

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 includes priority booking of regular class packages, member exclusive benefits and discounts on other activities such as holiday camps, workshops, open sessions, events, competition packages and apparels.

CLASS PACKAGES POLICY

2. BOOKING OF CLASS PACKAGES

- a. Purchasing a committed class package will guarantee a place in your regular classes. This will also allow our team to track and monitor your or your child's progressions and learning. This is important as we would be able to plan and cater our lesson planning and scale our levels to individual students.
- b. Class packages once paid are non-refundable.

3. STUDENTS WITH ACTIVE CLASS PACKAGES

- a. All students are to commit to an active class package and regular class schedule.
- b. All classes committed, paid and/or unutilised classes are non-refundable.
- c. All students between the ages of 3 and 15 years old will be automatically covered under our Group Accident Insurance policy. Claim up to \$500 in medical fees, ambulance cost and hospital recuperation if the Gymnast sustains an injury in Galaxy Gymnastics Space (Subjected to submission of official doctor's medical report and assessment). This is not applicable to drop-in single classes and inactive members.

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 OF REGULAR CLASSES 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 send you an acknowledgement message and follow up with you on a makeup class on the next available working hour.
- b. Scheduling of Makeup class is subject to class availability.
- c. Makeup classes are to be fulfilled within the current term and within the published class timing schedule.
- d. Any missed classes not fulfilled during the current or the following term will be forfeited.
- e. No-show or absence without notice for make-up classes booked will be deemed fulfilled.
- f. **If you are unable to fulfill 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.**
- g. Make-up classes/credits are not to be used to offset regular class fees in the next term.

Offering Make-Up Classes For Absences Is Our Effort To Remain Flexible For Our Customers.

6. REFUNDS

1. All Activities are non-refundable, but we will recommend these solutions for your consideration,
 - i. Transferring of current unused Activities to another person.
 - ii. Conversion of current unused Activities to in-store credit.
 - iii. Convert current unused Activities value into Open Play sessions.
 - iv. An administrative fee of \$80 will be administered for any successful refund requests. This is subjected to case-to-case basis.



GALAXY GYMNASTICS HOUSE RULES

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.



- 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