



MEMBERSHIP

1. MEMBERSHIP FEE

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

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 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.

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- 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.

MAKE UP CLASSES

4. CANCELLATION, POSTPONEMENT, AND MAKEUP CLASSES

We understand that unforeseen circumstances can happen, and you may need to cancel or reschedule your class. To respect our coaches' time, please inform us **at least 24 hours** in advance. This allows us sufficient time to adjust lesson plans or offer the slot to another student.

- 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 (8 Classes) for the next term.**
- d. **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.**
- e. Scheduling of Makeup class is subject to class availability.
- f. Any missed and/or makeup classes not fulfilled during the current or the following term will be forfeited.
- g. No-show or absence without notice for make-up classes booked will be deemed fulfilled.
- h. Make-up classes/credits are not to be used to offset regular class fees in the next term.
- i. Make-up classes are non-transferable. I.e. Not to be used to add on to a sibling class or transfer to another student.

WE'RE COMMITTED TO RUNNING OUR CLASSES AS SCHEDULED AND APPRECIATE YOUR COMMITMENT TO OUR MAKE-UP POLICIES, WHICH ALLOW US TO STAY FLEXIBLE AND ACCOMMODATING FOR ALL FAMILIES.

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Withdrawals

5. 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.

Refunds

6. REFUNDS

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

Right to refuse service

7. RIGHT TO REFUSE SERVICE

Galaxy Gymnastics is committed to providing a safe, inclusive, and positive environment for all students, parents, and staff. To maintain these standards, we reserve the right to refuse service, deny entry, or remove any individual from our premises, programs, or events at our discretion under the following circumstances:

- a. **Disruptive or Inappropriate Behaviour** – Any actions that interfere with class operations, compromise safety, or create a hostile environment, including but not limited to verbal abuse, harassment, bullying, or disrespect toward staff, students, or other customers.
- b. **Violation of Policies** – Failure to adhere to Galaxy Gymnastics' policies, terms, and conditions, including but not limited to safety protocols, payment policies, class attendance requirements, appropriate attire, code of conduct and participant's behaviour. Compliance

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with these policies is mandatory for participation in any of our programs and services.

- c. **Health and Safety Risks** – Any person exhibiting contagious illnesses, injuries deemed unsafe for participation, or failure to comply with hygiene and health guidelines may be denied entry for the safety of all participants.
- d. **Non-Payment or Outstanding Fees** – Individuals with unpaid fees or unresolved payment issues may be restricted from participating in classes, programs, or events until the matter is settled.
- e. **Endangering the Well-being of Others** – Any behaviour that poses a safety risk, including reckless actions, refusal to follow instructions, or intentional damage to property, will result in immediate removal.
- f. **Misuse of Facilities and Equipment** – Any unauthorized or improper use of Galaxy Gymnastics' facilities, equipment, or property that may cause harm or damage.
- g. **Legal or Ethical Concerns** – Any individual engaged in illegal activities or behaviour that conflicts with the values and policies of Galaxy Gymnastics.

8. ENFORCEMENT & FINAL DECISION:

This policy applies to all students, parents, guardians, visitors, and staff. Failure to adhere to any Galaxy Gymnastics policies may result in immediate removal from classes, suspension, or permanent banning from our programs and facilities. Decisions made by Galaxy Gymnastics regarding the refusal of service are final. No refunds, credits, or compensation will be provided in cases where service is refused due to policy violations or misconduct.

Announcements and notices

9. 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](https://www.facebook.com/GalaxyGymnasticsSG)

Instagram: [GalaxyGymnasticsSG](https://www.instagram.com/GalaxyGymnasticsSG)

WhatsApp Channel: [Galaxy Gymnastics Singapore](https://www.whatsapp.com/channel/GalaxyGymnasticsSingapore)

WhatsApp (Farrer Park): [+6588041034](https://www.whatsapp.com/channel/+6588041034)

Whatsapp (Pasir Ris): [+6588041035](https://www.whatsapp.com/channel/+6588041035)

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

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Data privacy

10. DATA 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.

Media Release

11. MEDIA RELEASE

- a. Galaxy Gymnastics regularly use photographs and videos as training aids. It is a very effective coaching tool that allows students to track their progress and performance analysis and keep parents updated on their children's progress.
- b. From time to time Galaxy Gymnastics Management uses photos/videos taken in classes/camps/programs to showcase our product offering in promotion materials, brochures and on our website.
- c. Galaxy Gymnastics Management is dedicated to the safeguarding of children in our programs, any media used for promotion will do so in a positive light, depicting the success programs/services offered by the company and high achievements of our students.
- d. With a granted media release Galaxy Gymnastics reserves the right to use any photographs/videos taken during the Activities on its website and in any of its future publications.

Policy review

12. 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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