



Member Handbook

2026



Location

Banksia Park Sporting Complex
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Phone

08 8264 9867

Email

memberservices@ttggymnsports.com.au

Website

www.ttggymnsports.com.au

Member Portal

<https://app.iclasspro.com/portal/ttggymnsports>

This handbook is an important document. Please take the time to read and retain for future reference.

Our venue is smoke and vape free.

Tea Tree Gully Gymsports (TTGG) is affiliated with Gymnastics Australia (GA) and Gymnastics South Australia (GSA)

We are also a member of Gymnastics Clubs Australia (GCA).



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Welcome to the TTGG Community

We would like to warmly welcome you to the Tea Tree Gully Gymsports Community.

Our not-for-profit club has developed a great sense of community, passion, and accessibility through its large variety of gymnastics-based sports. With more than 1300 members and 1600 active enrolments, TTGG caters for participants of all ages and abilities, enabling athletes to learn and maintain fundamental skills, whilst being involved in an active environment.

Acknowledgement

Tea Tree Gully Gymsports would like to acknowledge the land that we meet on is the traditional land of the Kurna people and that we respect their spiritual relationship with their country. We also acknowledge the Kurna people as the custodians of the Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today. We also pay respect to the cultural authority of aboriginal people visiting/attending from other areas of South Australia / Australia.

Tea Tree Gully Gymsports Vision

Enriching lives through Gymnastics

Tea Tree Gully Gymsports Mission

To promote, develop and grow gymnastics for the enjoyment of all

Our Logo

Our 2025 logo symbolises:

- **Community** – people in a circle supporting each other, 1 club philosophy
- **Star** – excellence in everything we do
- **Proud History** – established in 1966, we have taken our logo back to our origins, using the original circle



1966



2010



2025



Our Rich History

As we approach our 60th year, we invite you to celebrate with us and reflect on our rich history. We are deeply grateful to our founding members, volunteers, athletes, and staff — past and present — who have helped make Tea Tree Gully Gymsports the special community club it is today.

The Early Years (1958–1965)

In February 1958, Peter Rostron founded a boys' club in the Tea Tree Gully area. The local RSL supported the club as part of its national policy to sponsor youth activities. By the end of 1958, 38 members attended classes at the Tea Tree Gully Institute. Membership rose to 44 in 1960, though it briefly dropped to 9 regular members — reportedly due to the novelty of television — before rebounding.

In 1961, a girls' club of 21 members was established with Pam Strickland as instructress. Unfortunately, the club disbanded when Pam was forced to step down due to illness. By 1962, the boys' club membership had grown to 50, split into two classes per week. Membership continued to rise, reaching 60 in 1963. In 1964, classes were divided into junior, intermediate, and senior levels. A girls' club was reinitiated, though it disbanded again when the instructress, Ms Ireland, moved to Port Augusta.

Growth and Development (1966–1975)

In 1966, Peter Rostron met Ken Allen and Rick Evans of the Golden Grove Youth Club, leading to the amalgamation of the two clubs. The first newsletter was printed in 1967, reporting membership at 148. Notable developments in 1968 included the first annual report and the formation of the Ladies Auxiliary.

The merit scheme, which awarded points for participation, began in 1969, with total membership reaching 340 and 12 instructors. That same year, the introduction of a girls' club led to a formal name change: the Tea Tree Gully Youth Club. On 31 March 1969, 84 girls attended the first session — far exceeding expectations.

By 1970, membership had reached 450, with 60 children on the waitlist and 21 instructors. In 1971, the girls' club moved to the Tea Tree Gully Memorial Hall to allow weekly training. This move involved significant effort from instructors and committee members, who transported equipment back and forth between venues, often late at night and in poor weather. Purple and gold merit badges were introduced that year to reward participation. The club was recognised as the South Australian Youth Club Sporting Club of the Year for five consecutive years (1970–1974).

In 1972, the boys' club also moved to the Memorial Hall, and the club affiliated with South Australian Amateur Gymnastics Association following the creation of a special girls' training squad by Brian Chamberlain. A dream came true in 1973 with the opening of the first class at the club's current location on Elizabeth Street, Banksia Park. By 1975, membership had risen to 900, with a waitlist of 350, and the number of instructors and assistants had grown to 82. Special squads for boys and girls were training and competing in SAAGA competitions by 1974.

Looking to the Future (2025)

Fast forward to 2025: Gary and Tammy Page played a pivotal role in securing council and state government support to build a brand-new, purpose-built \$8,767,372 facility for Tea Tree Gully Gymsports. An additional \$917,000 was invested in new equipment, fully funded through the remarkable fundraising efforts of the Tea Tree Gully Gymsports community.



Today, Tea Tree Gully Gymsports has a dedicated team of 41 coaches and 8 support staff, supporting over 1300 athletes. With such a strong foundation, our future has never looked brighter.

Our Programs

Non-Competitive Programs

Our non-competitive programs are designed so that people of all abilities can enjoy this wonderful sport. Whether you have a pathway to competitive gymnastics in mind, or want to enjoy learning new skills in a safe, fun and friendly environment, we really do have something for everyone

KinderGym (KG) and PreGym (PG)

Offers a movement – based program for 0–5-year-olds and their caregivers. A variety of equipment is assembled to offer safe, exciting new challenges and stimulates children to use motor skills. Classes offered includes Babies <2 years, General 0-5 years, Explorers 1-5 years (this is a shorter session especially designed for children that have developmental delays or sensory challenges, Junior PreGym 3 years and PreGym 4 years.

Gymnastics for All (GFA)

Offers a non-competitive program for both boys and girls of all ages and abilities. Our programs are varied, and are all designed with an emphasis on skill development in a fun and friendly environment. There really is something for everyone in our GFA programs:

General GFA: a non-competitive, recreational gymnastics class for children 5-16 years. The aim of this program is to develop individual skills, confidence and friendships. These are structured, fun classes with each athlete being placed into a group which is suitable for their current ability and focusses on skill development.

GFA Challenge: athletes train 2 hours per week and learn routines suited to their abilities using common gymnastics apparatus. Athletes get the chance to showcase their skills at interclub competitions and state events.

FreeG: an exciting new section of gymnastics designed to develop individual freestyle jumping, climbing and tricking in a safe and engaging environment. These classes are based around the skills commonly found in parkour.

Recreational Tumbling: these classes are perfect for cheerleaders, dancers and those who want to take their tumbling to the next level! These classes are designed with age-appropriate skills, minimising the risk of injury.

Adult Gymnastics: caters for those of us who want to experience what their children do, as well as for retired gymnasts who just can't give it away. Adult classes are available for general whole-body fitness program all the way through to 'Masters' competitions.

Fitter for Life: for our more senior members, we will be offering a program suitable for 50+ years. This class will focus on fundamental movement, with all activities able to be tailored for the individual's needs. Our aim is to improve strength, coordination and confidence in a fun, social environment.



Competitive Programs

Our highly successful competitive programs have seen many athletes compete at state, national and international competitions. It takes a lot of hard-work and dedication from our athletes, their coaches and families to reach these levels. All programs are designed for athletes aged 5+ who have mastered foundation skills in one of our non-competitive Gymsports. Our competitive programs hold regular trials which assess the suitability of each athlete, including being able to listen to their coach and have a willingness to learn new skills.

Men's Artistic Gymnastics (MAG)

A strength building competitive sport for boys that enhances coordination and agility. It develops positive and confident body movements and challenges the mind. MAG athletes compete across 6 apparatus at competitions, including floor, pommel, rings, vault, parallel bars and horizontal bar. This sport helps to develop healthy minds and bodies for now and in the future. Classes commence at entry level, in a non-competitive class to build on apparatus specific skills not developed in our GFA program.

Trampoline

A high-flying Gymsport comprising Trampoline and Double Mini Trampoline. It caters for boys and girls in a safe environment focussing on the progression of aerial skills. Trampoline sports develop a high level of body and spatial awareness. Classes commence at entry level, in a non-competitive class to build foundational skills in trampolining.

Tumbling

Involves acrobatic skills such as handsprings and somersaults on a 25-metre air floor. It caters for both boys and girls in a safe environment focussing on the progression of acrobatic skills. Classes commence at Level 1, in a competitive program suitable for athletes progressing from Recreational tumbling, or athletes transitioning from another Gymsport.

Women's Artistic Gymnastics (WAG)

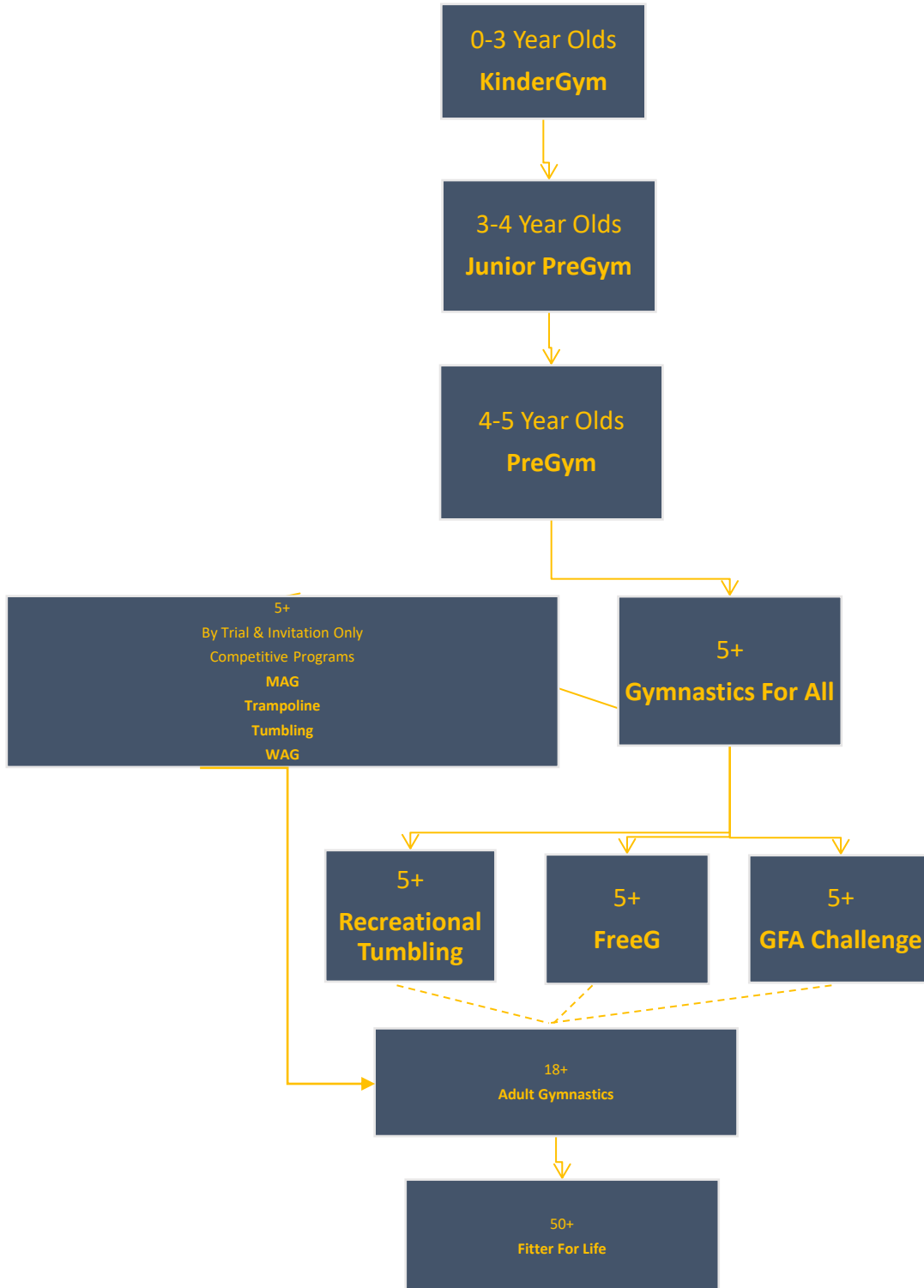
A dynamic sport for girls involving a variety of skills on four apparatus at competitions: vault, uneven bars, balance beam and floor. This Gymsport develops a high level of flexibility, strength, fitness and dance. Classes commence at Level 1, in a competitive program suitable for athletes progressing from GFA Challenge, or GFA.

Other

At TTGG, we also offer birthday parties, holiday programs and OSHC programs for our members, and the wider community.



Tea Tree Gully Gymsports Program Pathways

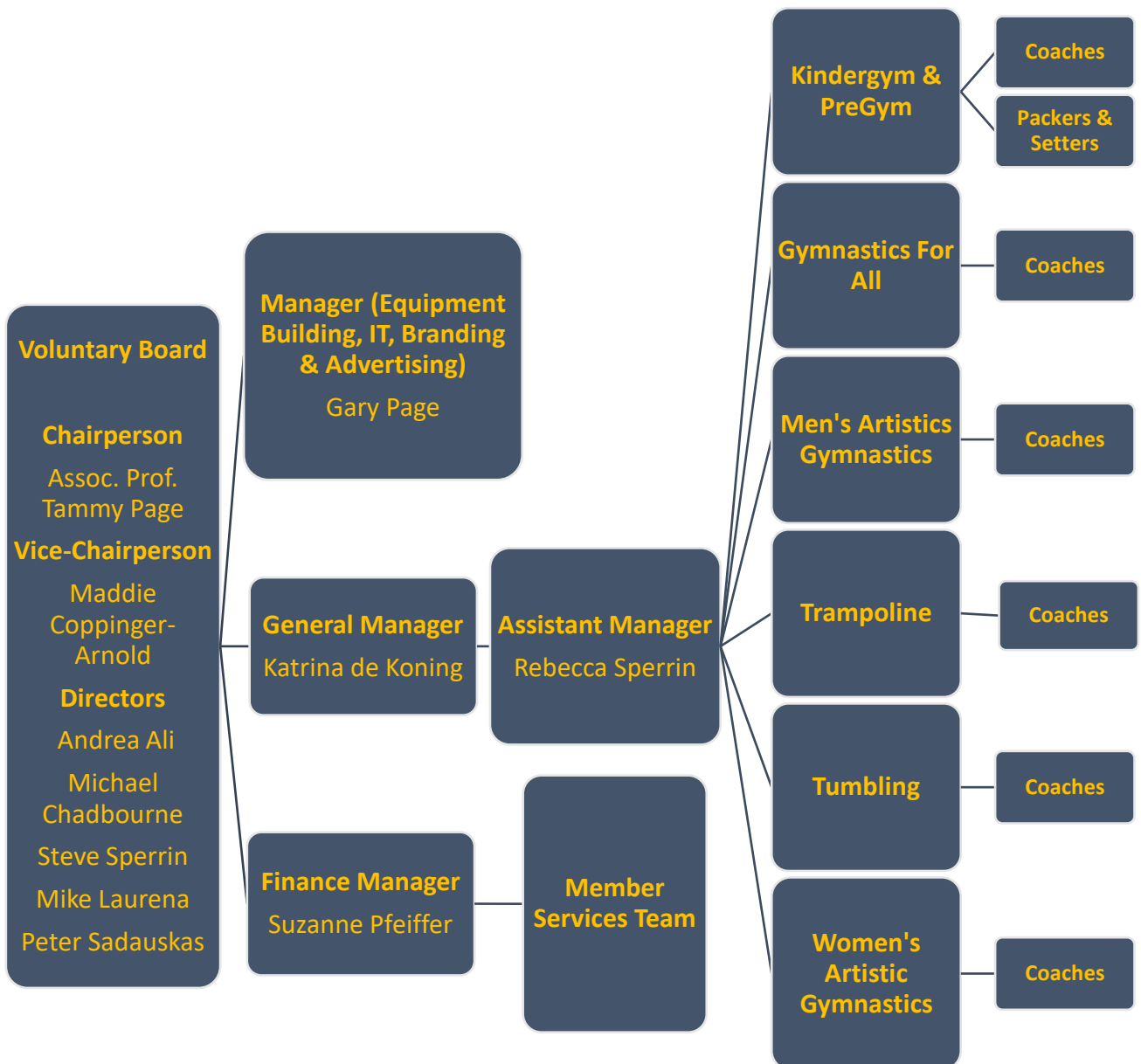




Our Team

The daily operations of TTGG are administered by the management team and governed by a voluntary Board of elected Directors. The Boards primary responsibilities are governance and ensuring the financial viability of our club. The Board meetings monthly.

Our dedicated coaches are accredited with GA, undergo training to update their accreditation each year, hold current Provide First Aid Certificates and Working with Children Checks. All staff are Child Safe and Autism Friendly trained. Our Child Safety Officers are Suzanne Pfeiffer and Andy Browne.





Membership

All members are required to register via our Customer Portal. This portal is used to book and change classes, purchase uniform and club fundraising event tickets. You can access the Customer Portal on our website at: <https://app.iclasspro.com/portal/ttggysports> or iClassPro App

When joining as a member, you will be asked to accept the following policies:

- **Family Policies:** must be accepted upon registration and as required thereafter
- **Student Policies:** including the Behaviour, Social Media Policy and the Photo Policy which all must be accepted/declined upon registration for each student

Please ensure your personal information is always kept up to date in case we need to contact you in an emergency. This can be done at any time on via the Member Portal.

What to wear to classes

Participants should dress appropriately for all classes:

- T-Shirt, singlet or leotard
- Shorts, bike pants or tights
- No jewellery (stud and sleeper earrings permitted)
- Secure long hair, no bobby pins in hair
- During cold weather, athletes may wear long pants and/or jumper in non-competitive Gymsports only (our facility is temperature controlled)
- Parents involved in Kindergym should wear comfortable clothes and flat soled shoes or bare feet

What to bring to classes

- All athletes should bring a bottle of drinking water with the name clearly marked
- Shoes to wear to and from the gym. These can be left in the open lockers provided in the gym
- No jewellery or valuables please. TTGG will not be held responsible if property goes missing

Member T-Shirt

All TTGG athletes receive one T-shirt per year as part of their membership. If an athlete's enrolment is terminated before the midway point of the 10-week term in which the T-shirt is distributed, the cost of the T-shirt will be deducted from any refund.

Drop-Off / Pick-up

TTGG is committed to providing a safe environment for all members, including our young athletes. Part of this is ensuring that all athletes are not left alone after classes. Parents should note the following procedures for drop-off/pick-up:

- A caregiver for KinderGym / PreGym athletes is to always remain at the TTGG venue
- When dropping or picking up your child, please park in the carpark and walk into the facility. No children under the age of 16 years are to walk into or from the gym unescorted.



Fair Play in Gymnastics

At TTGG, we promote our 1 club philosophy, and this includes Fair Play. We are all here for the same purpose, to support our wonderful athletes in their chosen Gymsport, from the very young to our more senior members, we all focus on the following.

An important aspect of Fair Play is for all athletes, members and staff to support Fair Play by always displaying the following behaviours:

- Respect for others - this includes respecting fellow athletes, coaches, officials, and spectators
- Honesty and integrity - being honest in training, preparation, and competition
- Avoiding conflicts - this applies to all interactions with coaches, staff and fellow athletes
- Respecting talent and development - acknowledging the individual growth and potential of ALL athletes
- Adhering to rules - following the rules of the sport and respecting the decisions of officials
- Maintaining positive behaviour - conducting oneself in a professional and respectful manner
- Cooperation and teamwork- working effectively with coaches and staff to achieve training goals
- Promoting a positive and safe environment - ensuring a safe and inclusive environment for all participants
- Refraining from discrimination, harassment, and abuse - treating everyone with respect and dignity, regardless of race, sex, disability, or other characteristics
- Be a good sport - being modest in victory and gracious in defeat, controlling temper, and avoiding bad language or derogatory remarks

Examples of Fair Play in Gymnastics

- Offering encouragement to other athletes, even if they make a mistake, and communicating with coaches and officials in a respectful manner
- Refraining from gloating or making unkind comments about another athlete, even if they are not performing well
- Striving to achieve ones best while acknowledging the efforts of others and participating in a way that contributes to a positive environment.

Why is Fair Play Important

- Fair Play teaches valuable life lessons about respect, honesty and sportsmanship
- It creates a more enjoyable and positive experience for all involved, including gymnasts, coaches and spectators
- Participating in a fair manner helps individuals develop self-discipline, resilience and a sense of integrity
- Fair Play contributes to a positive and supportive environment where everyone can feel welcome and respected.

Participation Rules

To ensure the safety of everyone:

- Parents are to remain in the viewing stand and are not to enter the main hall or dance room (exception KinderGym) [KinderGym Delivery Framework](#)
- No running
- Athletes are not permitted to go on equipment until instructed and supervised by their coach



-
- Shoes and personal belongings to be placed in the lockers available in the gym
 - Report to the coach on arrival, or for late arrivals or new members, please report to the Member Services desk
 - Caregivers should ensure that the privacy and reputation of all athletes is always preserved; and recognise the fun nature of gymnastics. At no time should an athlete other than your own, be discussed with any other members.

Emergency Evacuation Procedure

If we need to immediately evacuate the facility, the coach in charge of each group of athletes will take full responsibility to evacuate that group. They will ensure that all athletes who are a part of their group are present (by checking the role); if they are not with the group at that time, they will be collected from where they are (e.g. the toilet) by a TTGG staff member and evacuated. Parents and visitors to the gym are to evacuate as directed by TTGG staff.

The nominated delegate will undertake a thorough check of all the following areas:

- Athlete amenities
- First aid room
- Communal office & meeting room
- Main gym
- Equipment storeroom
- Spectator viewing area

Double check that all areas are clear, secure the area and proceed to the **SAFE AREA – carpark near the tennis club (northern side of the gym)**

The Member Services Team, or nominated delegate will contact emergency services and then undertake a thorough check of the following areas:

- Staff break room
- Function room
- Kitchen and café area
- Cleaning room
- Spectator amenities

Double check that all areas are clear, secure the area and then proceed to the **SAFE AREA**.

The Safe Area is the muster point for all occupants of the facility to ensure that everyone is well away from access to the emergency services (fire brigade etc.).

On arrival at the muster point, coaches are to again undertake a full check of the role using their phone, to ensure that their entire group is with them. If anybody is missing, they will immediately report this to the nominated delegate, who, having checked with each group, will inform emergency services of any missing person and where they were last seen in the facility.

Please note: Staff Fire Drills are conducted annually.



Privacy Statement

Tea Tree Gully Gymsports is committed to providing its members with the highest degree of member service. This includes protecting your privacy as per GA's Privacy Policy which can be found on their website: <https://www.gymnastics.org.au/privacy-policy>

TTGG is bound by the Commonwealth Privacy Act 1988, which sets out several principles concerning the protection of individual's privacy. In complying with these laws, TTGG aims to ensure that we handle personal information responsibly and are consistent in our approach to the collection, use and disclosure of this information.

Our Privacy Policy can be found on our website: [Policies - TTG Gymsports](#)

Policies

TTGG has adopted the GA Member Protection, Privacy Policy and the Child Safeguarding Policy. These can all be found on our website: [Policies - TTG Gymsports](#)

The Member Protection Policy must be read in conjunction with the Child Safeguarding Policy.

The National Integrity Framework has been developed by Sport Integrity Australia in consultation with sport industry stakeholders, the Sport and Recreation State Government Departments, as well as the National Office for Child Safety. The suite of policies raises the bar on the expected behaviours of every individual involved in the sport, to redefine the sport of gymnastics.

Affiliated clubs, technical members, and parents/guardians of a child participating in our sport can find more information by clicking on the following link:

[National Integrity Framework Policy](#)

In line with the above policy, TTGG has installed surveillance cameras throughout the complex to ensure the safety of all members and staff. Footage is only viewed if determined to be required or requested by the police.

Parents are also reminded that they should not video or photograph any child other than their own, including coaching staff under 18.

All members must read, understand and abide by these policies as a condition of becoming a member of TTGG. This ensures that you, and the club are always protected.

In addition to these policies, the Board has ratified other Policies which govern the following processes:

- Staff Behaviour
- Health & Safety
- Grievance Resolution
- Fees & Charges
- Non-smoking
- Asthma
- Emergency Evacuation Procedure



These are internal documents designed for staff use, but they are available for members to read when requested. All our policies are constantly reviewed as we strive to improve the service that we provide to our members.

Unacceptable Behaviour

We may cancel, suspend, or restrict a service if we reasonably believe that you, or your authorised representative, have:

- a. Communicated or behaved in an inappropriate, aggressive, or otherwise unacceptable manner toward our staff, partners, contractors, or their staff or premises.
- b. Behaved in a manner that places excessive or unreasonable demands on our employees, partners, or contractors.

We will take a customer's individual circumstances into consideration before taking any action in these situations.

Sports Vouchers

The Sports Vouchers program is a Government of South Australia initiative administered by the Office for Recreation, Sport and Racing. The program provides an opportunity for children from Reception to Year 9 to receive 2 x \$100 vouchers to be used on sport, dance, learn to swim and music lessons. The purpose is to increase the number of children playing organised sports or participating in dance or learn to swim activities by reducing cost as a barrier.

What can Sports Vouchers be used for?

A Sports Voucher can be used towards the cost to participate in sport, active recreation and music fees. Discounts cannot be used for equipment purchase or a one-off 'come and try' type event. You can claim your Sports Voucher with TTGG. Please refer to this link for more information: <https://www.sportsvouchers.sa.gov.au/>

If you would like to claim a Sports Voucher in 2026 with TTGG, please complete the form [here](#)

If you would like to use both Sports Vouchers with TTGG you will need to complete the form twice, for each eligible child. The form for 2026 Sports Vouchers will open on 1st January and close on 1st December.

Please note: Fees will still show as being owed until such time as the payment has been received by TTGG from the Office for Recreation, Sport and Racing.

Ambulance Cover

We create a safe environment for all our athletes, but occasionally accidents do happen. We highly recommend that all families have ambulance cover in the event of an injury that requires one to be called. Staff have a duty of care to ensure appropriate and timely care is provided for a child injured or in pain, which may require the assistance of emergency services. Please note: Ambulance costs are not fully covered by the insurance company (in 2025 it was 75%).

Sponsorship

TTGG are welcoming new sponsors to partner with us.



If you know of a business who would be interested in partnering with TTGG, please send details to chair@ttggymnsports.com.au

Our Community & Volunteers

TTGG values its community and volunteers. Without their help many of the tasks, some of which take considerable resources and time, would require us to pay contractors and our costs would be significantly higher. We thank every one of you who has assisted us in a volunteer capacity. There are many ways for people to volunteer at TTGG, including:

- Becoming a member of our valuable Fundraising Committee
- Assisting at fundraising events
- Donating goods for fundraising events
- Contributing to the club's success by becoming a director on our dedicated and hard-working Board
- Judging at competitions
- Door keeping, music, set-up / pack-down duties at competitions
- Assisting with equipment repairs or movement

If you would like to take part in the club activities, maintenance, sponsorship, or as a prospective coach, judge or Director on our Board, please speak with one of the team or email memberservices@ttggymnsports.com.au

Feedback

Your feedback is important to us, and we encourage all members to be forthcoming with any suggestions. These will be sent to the Management Team to review and if you wish to be notified of the outcome, please include your details. You are welcome to email memberservices@ttggymnsports.com.au

Contacts

If you have any concerns, please speak to your athletes' coach at the end of the session, or email.

- General Member Enquiries: memberservices@ttggymnsports.com.au
- KinderGym: kg@ttggymnsports.com.au
- Gymnastics For All: gg@ttggymnsports.com.au
- Men's Artistic Gymnastics: mag@ttggymnsports.com.au
- Trampoline: tramp@ttggymnsports.com.au
- Tumbling: tumbling@ttggymnsports.com.au
- Women's Artistic Gymnastics: wag@ttggymnsports.com.au

We wish to acknowledge:

Ms Olivia Savvas MP, Patron
Mr Tony Zappia MP, Patron
Life Members
City of Tea Tree Gully
Office for Recreation, Sport and Racing
Our Volunteers, without whom, the club simply would not survive.



Addendum One – Non-Competitive Gymsports Only

Term Fees

The Gymnastics Australia Annual Individual Participant Membership is paid by the club for each registered member. Term fees will be charged to members with a current enrolment at least two weeks prior to the end of the current term for the following term or will be charged to members upon enrolment. All term fees will be due by week two of each term and the due date for payment of fees will be clearly communicated to members.

Term	Billing Date	Due Date
Term 1 2026	24 November 2025	8 February 2026
Term 2 2026	30 March 2026	3 May 2026
Term 3 2026	22 June 2026	26 July 2026
Term 4 2026	14 September 2026	18 October 2026
Term 1 2027	23 November 2026	7 February 2027
Term 2 2027	29 March 2027	2 May 2027

Athletes will not be permitted to attend class if fees are overdue. A late fee of \$15 or 10% of the outstanding balance (whichever is greater) will be applied to accounts that are more than 7 days in arrears.

Notice of a decision not to continue training

Once enrolled, an athletes' enrolment will continue (rollover) each term and term fees will be incurred until such time as a request to drop an enrolment via the Customer Portal is completed, or in writing via an email to memberservices@ttgymsports.com.au or iClassPro App.

Please remember term fees will be incurred up to the finish date requested, or a drop date is received (whichever is later) regardless of attendance at classes.

Any non-attendance for more than 2 weeks without prior notification will result in the enrolment being dropped.

Public Holidays

There are no classes held on public holidays. Tuition fees reflect no classes on these days.

Statements

All customers will receive a statement via email once new fees have been added to their accounts and then fortnightly, each Monday thereafter. Statements will not be issued to families where their current balance falls below \$0.01.

Payment Plan

Members can request a payment plan each term to spread the payment of term fees over the term. Payment plan requests must be received in writing, prior to the due date for payment or fees. Payment plan requests are assessed and granted by the Management Team in extenuating circumstances. Only current term fees can have a payment extension applied, the due date of these fees will be dated four weeks prior to the end of the current term. No additional payment extension will be granted. All members must be financial when returning each term. Where a payment plan has been requested, members must make weekly or fortnightly payments. Failure to do this will revert to the athletes not being permitted to return to class and the late fee being applied to the account.

Methods of Payment

Fees can be paid via:

- AutoPay – opt-in to recurring billing and payment in full will be processed on the due date (preferred option)
- Credit Card
- iClassPro App
- iClassPro Customer Portal on our website
- EFTPOS in person at our Member Services desk
- EFTPOS over the phone



Unfortunately, we cannot take cash, cheque or Direct Bank Transfers.

Make-Up Classes (KinderGym, PreGym and -

Make-up classes can be arranged for our KinderGym, PreGym and. However, notification of an expected absence must be given prior to the athlete missing the start of their normal session via the iClassPro app.

Rules:

- Two make-up classes are permitted every month and expire after 30 days.
- Make-up tokens are non-transferable and can only be used by the member who has missed the class.
- Make-up classes can be booked via the Customer Portal.
- In the event of club closure due to unexpected events, make-up classes will not be refundable.
- Members must be active financial members to use make-up tokens.
- A make-up token cannot be used before a class is missed.
- All unused tokens will be void once enrolment is dropped.
- Make-up tokens are unavailable to be used during special theme weeks, i.e. Easter and Christmas Week.



Absence Greater than Two Weeks

In the event of an absence greater than two weeks due to a family holiday, a 50% fee reduction will be granted to hold your place. Please complete a Fee Adjustment Form (available from our Member Services Team) and submit via email: memberservices@tgggymsports.com.au. All Fee Adjustments are at the discretion of the Board.



Addendum Two – Competitive Gymsports Only

Squad Invitation

To become part of a squad in our competitive programs, athletes attend a trial (held once per term), and if selected, will receive an invitation to join a particular squad. Our competitive programs have set training days and associated fees. Days and fees will not be adjusted for athletes unable to attend sessions as set out for the relevant squad program. All squads have a 50-week training year. If commencing throughout the year, an athlete's first month is charged pro rata, with normal billing for future instalments. The club will have an annual shutdown period over the Christmas Season (exact dates will be set at the start of each calendar year).

Annual Registration

The Gymnastics Australia Annual Individual Participant Membership fee is paid by the club for each registered member. Squad Tuition Fees. Tuition fees will be added to accounts on the 15th of each month for the following months' tuition fees, a total of 12 payments for the year. Where the 15th of the month falls on a weekend or public holiday, charges will be added on the next business day.

Payments are processed on the 1st of each month, allowing time for each family to review the fees prior to payment. Should the 1st of the month fall on a weekend or public holiday, fees will be processed on the next business day. Athletes will not be permitted to attend class if fees are overdue. A late fee of \$15 or 10% of the outstanding balance (whichever is greater) will be applied to accounts that are more than 7 days in arrears.

Members can log onto the Customer Portal to view their account, past payments and to make payments for any additional charges entered prior to the due date. The Customer Portal is accessed from our website or from the iClassPro App.

Receipts

Receipts will be issued once a payment has been successful or a notification will be sent in the event of a failed payment. Tuition fees will be corrected in good faith should an error occur in billing as soon as practical after the error is detected.

Statements

Members will receive a statement when tuition fees are added to their account, and then automatically each fortnight on Mondays thereafter.

An upcoming payment reminder email will also be sent in the days prior to the scheduled processing date. Statements will not be issued to families where their current balance falls below \$0.01.

Public Holidays

There are no classes held on public holidays. Tuition fees are adjusted to reflect this.



Method of Payment – AutoPay (Recurring Billing)

It is a requirement that AutoPay information with an accepted payment method (Bank Account Details, Visa, MasterCard or AMEX (AMEX transactions will incur additional charges)), must be recorded in the My Account > Payment's area of the Customer Portal, to enable tuition fees only to be included in the AutoPay run.

Additional payments may be made during the month through the Customer Portal.

Declined AutoPay (Recurring Billing)

Any bank dishonour fees incurred by TTGG will be charged to the member's account.

Non-Payment of Fees

If fees have not been received by the due date, families will be contacted and athletes will not be permitted to attend class if fees remain overdue. A late fee of \$15 or 10% of the outstanding balance (whichever is greater) will be applied to accounts that are more than 7 days in arrears. Accounts that remain unpaid will receive overdue account reminders via email and will then be referred to debt collection for recovery, with additional costs incurred being added to the Customer's account.

Members with debts owing from previous months will be prevented from enrolling in or attending future classes until all past fees and charges have been paid in full.

Members with outstanding fees will also be unable to transfer their GA membership to a different club. TTGG will not approve any athlete transfers received from GA until all outstanding fees and charges have been paid.

Refunds

The following restrictions apply for refund request for missed Squad sessions:

- Non-Attendance at general training session does not qualify for a refund, transfer, credit or exchange against fees paid. Pre-payment of squad tuition fees are a requirement to ensure a squad position is maintained.
- Training fees do not include costs for events, competitions, or any uniform items. The fees are applied for the coaching provided and use of the club's facility and gymnastics equipment.
- All competition sessions are attended in lieu of a normal training session, and no refunds will be considered. Coaches will advise parents if any training sessions will be cancelled or finish early for each competition.
- Claims for refunds will not be considered unless accounts are paid up-to-date or in credit and must be received in a timely manner.
- Members may request a refund of fees paid for extenuating circumstances. A request can be made by completing a Fee Adjustment Form (available from our Member Services Team). This form is then emailed to : memberservices@ttggymnsports.com.au. All Fee Adjustments are at the discretion of the Board.

Extended Sickness / Injury / Absence

Given that the costs to TTGG do not change if athletes are away (and the significant loss the squad programs run at), normal tuition fees apply if you wish to maintain your athlete's position.

Less than Two Weeks (Injury Related)



There is no fee adjustment for injury/illness or absence (including modified programs), if less than two weeks.

Greater than Two Weeks (Injury Related)

If the injury / illness prevents an athlete from training for a period greater than two weeks, a Fee Adjustment Form (available from our Member Services Team), must be completed, along with a Sickness Certificate or Letter from your Doctor, and any other supporting evidence. These documents are to be submitted via email: memberservices@ttggymnsports.com.au. All Fee Adjustments are at the discretion of the Board.

Absence Greater than Two Weeks (Non-injury Related)

In the event of an absence greater than two weeks due to other reasons, e.g. family holiday, a 50% fee reduction will be granted. Please complete a Fee Adjustment Form (available from our Member Services Team) and submit via email: memberservices@ttggymnsports.com.au. All Fee Adjustments are at the discretion of the Board.

Competitions

Competition Condition of Entry

Please note that these costs are subject to change as they are set by GSA, not TTGG. Coaches will notify members of any changes to competitions. There is an administration levy to all competition entry fees. This levy is non-refundable and will not be refunded in the case of an athlete withdrawal from a competition.

All competition fees will have an additional \$15.00 added to cover Judging Fees charged by GSA to TTGG. Those parents who provide their time judging, will be refunded this fee (please allow a minimum of two weeks for this refund to be processed to your account).

Late Entries

TTGG will not submit late entries to competitions after the closing date as shown in the camp in iClassPro.

Competition Fee Refund (Injury Related)

Competition Entry Fees may be considered for a refund only when a medical certificate is provided to TTGG within 14 days prior to, or after, the competition date. The medical certificate must cover the date of the competition. **TTGG will apply for this on your behalf.**

Competition Fee Refund (Non-Injury Related)

Competition Entry Fees may be considered for a refund only if notified prior to the competition entry fee due date where an athlete is no longer able to attend. If notice is given prior to the due date of a competition, Entry Fees will be refunded.

Travel and Accommodation (Intrastate and Interstate Competitions)

The following information does not include State Team Travel organised by Gymnastics SA.

If an athlete is required to travel intrastate or interstate for a competition, they will be required to arrange their own travel and accommodation. The Club will not make any travel arrangements for these Athletes. This includes airfares, accommodation, ground transport and transport to and from training and/or competition. The competition fee



depends on the event and where it takes place. Coaches and chaperones required to attend the interstate competition and supervise the team will be determined once athletes attending are confirmed. All athletes will be required to sign the TTGG Club Trip Agreement Form prior to departing on the trip. The cost of TTGG officials attending these competitions will be covered by the Athletes attending the competition. TTGG will invoice each athlete for TTGG official's travel/accommodation expenses to cover the cost of these officials (coaches, judges and chaperones).

Competition Uniform Requirements

All athletes must wear the current club competition attire when representing the club at all local, regional, state and national competitions. The approved uniform is that deemed appropriate and approved by the TTGG Board and GSA.

Competition Etiquette

- Jewellery is not to be worn to competitions (stud earrings are permitted)
- Athletes are to bring TTGG bags only, keep items to a minimum as often space is limited at competitions
- Please bring a small healthy snack and drink bottle in the bag (no bulky items)
- Female athletes are to wear the TTGG leotard relevant for their level, and are permitted to wear matching shorts
- Male athletes are to wear the TTGG leotard relevant for their level, along with white longs and black shorts
- Tracksuit to be worn to and from competitions
- Athletes wear sneakers to and from the competition, no slippers, Ugg boots, thongs or Crocs please
- Hair must be tied up, as per the coach's request
- Male athletes to have neat, brushed hair (if long, please tie back)
- All family members are to stay in the allocated seating area for all competitions and are not allowed on the blue floor
- Whilst in TTGG uniform, whether that be travelling to and from a competition, competing at a competition, or a club excursion, please conduct yourself in a respectful manner
- Athletes can leave the competition venue with a parent/guardian, only after gaining permission from your coach
- Athletes should not communicate with parents, siblings or spectators during a competition as they may incur a deduction or disqualification from the competition
- Attend the presentation ceremony in full club uniform
- Respect the decision of judges and officials
- Where possible, attend competitions even when not competing, to support fellow athletes in other levels

Floor Music – WAG Only

Level 7-Senior International Athlete's floor routines will be at the discretion of the WAG Coach in consideration of suitability to the individual athlete. Athlete's floor routines will be choreographed by WAG coaching staff or by a professional dance instructor appointed by WAG Coaching Staff. There may be a cost involved in choreographing and teaching an athlete's individual floor routine.

Level 1-6 have set music and routines.



Athlete's Personal Equipment

Athletes are required to provide all personal equipment, which may include the following:

- Training attire
- Club competition attire (club leotards, club tracksuit, club polo and club bag)
- Loops, gloves and hand guards (grips)
- Gym shoes or tramp shoes
- Strapping tape
- Chalk (magnesium)

Squad Curriculum Days

Please note that all squads are scheduled one Curriculum Day per quarter. This is to recognise the large amount of unpaid programming and planning done by our squad coaches without having to raise fees to do so. The club requires that the planning/programming is done by the coach before the commencement of each term, however the date of the actual curriculum day is at the discretion of each Gymsports requirements. Training will not be held on squad curriculum days, and these days are included in squad tuition fees.

Micro Locker Policy

We have micro lockers for our competition athletes available for annual hire. Athletes must ensure micro lockers are kept neat and tidy as per the signed locker agreement. An annual locker fee will be added to your account. If your child's membership ends, any remaining locker fee will be refunded on a pro rata basis from the final date of membership.

Squad Volunteer Levy

Each squad is allocated by GSA several competitions each year where volunteers are required to help run the event (e.g. judging, door-keeping, floor assisting). As part of being in our competition squads, all athlete families are expected to assist with both GSA and TTGG-run functions, including competitions and fundraising activities.

All funds raised from these events directly benefit our club members, in line with our Fundraising Policy. This includes contributions toward initiatives such as our Annual Competitive Gymsports Awards Night — a celebration of our Competitive Squad athletes and their families.

Volunteering is an essential part of any not-for-profit community club, and TTGG is no exception. Without our dedicated volunteers, we would not be able to continue providing the high-quality programs and opportunities our athletes enjoy. We sincerely appreciate your ongoing support.

We understand that life can be busy. If you are unable to complete the required volunteer shifts for your athlete's squad level, a Squad Volunteer Levy will apply instead. TTGG will process the Levy, or part thereof, using the auto-pay information stored in iClassPro. These levies are used to fund staff required to assist in running events.

For families with more than one athlete, the Levy will be based on the highest squad level and applied per family, rather than per athlete.

Squad Volunteer Requirements and Associated Levies Per Annum, Per Family



Squad	Shift Requirement Per Annum	Optional Levy
Level 1 & 2	1 Shift	\$50.00
Level 3 & 4	2 Shifts	\$100.00
Level 5 & 6	3 Shifts	\$150.00
Level 7, 8, 9, 10, High Performance	4 shifts	\$200.00

Notice of a decision not to continue training

TTGG requires 4 week's notification either in writing via email to memberservices@ttgymsports.com.au or the Customer Portal on the website or iClassPro app. Please note, all communications are to be directed as detailed, and not through your athlete's coach.

No transfer request will be approved unless all financial charges incurred are paid and account is fully up to date.

Questions

We are here to help and to provide the best possible service to our community. If you have any questions, please call 8264 9867 or via email to memberservices@ttgymsports.com.au