

FAQS F A Q S Squad Squad Squad

Why can't I go on to the floor area with my child?

The gym floor is the domain of committee members, staff, gymnasts & coaches ONLY. Parents and siblings are not to enter the training area unless invited by the coach. This is a strict safety rule and for insurance purposes must be adhered to at all times. An unexpected parent or child may cause injury to either themselves or another member.

How are my fees calculated?

Fees are calculated annually and will be billed to you every 4 weeks. The fee is the same every 4 weeks regardless of public holidays. You will not be billed during scheduled holiday time. Payments are due within 7 days of the date of invoice.

Your 2020 Annual Registration and Personal Injury Insurance Fee is estimated to cost around \$150-\$200 and will be due and payable by no later than the 16th of December 2019. An equipment levy is also charged annually (usually July/August) and is expected to be approximately \$100-\$130 for the year per family.

Should you wish to withdraw from the program, 4 week's notice in writing is required. No exceptions!

Should you wish to go on holidays during competition season, a full credit will no longer be available. Instead, a credit of 50% will be issued provided there has been 4 week's written notice in advance of the intended holiday.

My child says it is too hard and wants to quit! What can I do to be a positive and supportive parent through this difficult time?

Please let your coach know that your child is struggling with the commitment. Gymnasts often want to quit half way through a season purely because the skills are getting difficult, they are tired or are not seeing any results. We ask that you particularly remind them that things will get difficult before they get easier. This is a valuable life skill to learn. We may be able to offer alternative squads, lesser training hours or other programs so please speak to us about your child's issues before considering stopping completely.

If your child continues to experience feelings of wanting to no longer commit to the squad and asks to resign, we ask that you encourage them to finish out the season before making any final decisions.

My child is sick, can I get a refund for the missed classes?

Unfortunately we do not give refunds for missed classes, however, if your child is ill for more than 3 days, we can process a credit to your account provided your request is accompanied with a medical certificate. Credits can only be processed upon a medical certificate. No credits will be given for illnesses less than 3 days..

Why can't I stay and watch my child train?

For the safety of your child and others, parents and spectators are asked not to stay for the duration of the class as this is a distraction to the athletes and coaches. Experience shows that children who are continually mindful of their parent's watching on, can lose focus very quickly and risk more injury due to the lack of concentration. Therefore, at West Coast Gymnasts' Senior Gym, viewing is only permitted for the first 20 minutes of your child's training session and for the last 20 minutes.

Why is my child not doing harder skills yet?

Our coaches will place gymnasts at the level where they can be happy, safe and confident. This means every gymnast must be able to perform the skills and routines required at a given level. If they aren't doing a higher level yet, it could mean they may require more strength and flexibility. We will never push your child beyond his/her ability level. Please remember that our coaches are experienced in all aspects of your child's program and are the best person to make the right decision for your child. You wouldn't undermine other qualified professionals, so please don't undermine our coaches.

Where can I find more information?

Further information can be found online via our website: www.westcoastgym.org or by simply contacting a committee member. Please be sure to read both our Club Handbook and our Squad Information Booklet to be fully aware of your expectations! And what to expect, whilst being a member of a squad.

