

# **GYMBOREE AUSTRALIA**

## **MEMBERSHIP PROCEDURES**

As a member of Gymboree Australia you can expect fun, stimulating classes, teaching excellence and unconditional satisfaction. As a member, we request from you, respect for our staff, facilities and equipment, adherence to the rules of membership, and respect for your fellow members.

### **Section One: Participation**

#### **1.1 Adult Participation:**

Parent-child interaction is the cornerstone of the programme. Therefore please remember to:

- Listen to the class teacher for instructions, join in and model activities for your children.
- Remain within a hug's reach of your child at all times.
- Adults must not sit on our equipment.
- Have fun!
- Remember, your child watches and learns from everything you do and will follow your lead.

#### **1.2 Children's Participation:**

- Skill, mastery and confidence comes with repetition and a safe environment – please remember to praise for effort as well as success. This will help your child develop a positive self-image and increased self-esteem.
- It is very normal and understood at Gymboree Play & Music, that toddlers wander off from the group to explore – this is their way of discovering the world around them. Please follow your child as they explore and gently try and lead him/her back to the group activity.
- Please follow your children's cues; do not force your child to participate as this is likely to lead to frustration for both you and your child. Children learn a lot from watching.

#### **1.3 Health and Safety:**

- Please respect your classmates and do not attend if you or your child is ill.
- Remain within a hug's reach of your child at all times.
- The use of mobile phones are NOT permitted in class – including calls or videography.
- Please seek permission from all adults in the room prior to taking any photography that includes another child or adult.
- If there should be any injuries or accidents please inform the class teacher immediately.

- Children must be barefoot for maximum traction on equipment and tactile stimulation. If your child has a foot infection please use socks with rubber grips as the next best thing.
- Adults must wear socks at all times. If you forget your socks please buy a pair from reception for \$2 and half will go to charity!

## **1.4 Child Adult Ratios**

- We allow only one adult per child with the exception being twins or two children in the same family. Please call ahead and check before bringing extra adults, in case the class is at capacity. It is at the teacher's discretion whether or not two adults per child is acceptable in the circumstances.

## **1.5 Siblings**

- For health & safety reasons younger siblings must be in a carrier pouch. This is so that you can leave your arms free to assist your other child on the climbing equipment and allow you to participate in the class. Once the younger sibling is on the move, you are suggested to join a family class where both children are catered for. Entry will be denied, should you not be able to give your child assistance in the equipment activities.
- Older siblings, who are not regular members of Gymboree Play & Music Toowong, may attend family classes if we have space and they are 5 yrs or under. This must be pre-booked and paid for in advance. If the class is not age appropriate, you will need to switch to a family class so that the older sibling may attend also.

## **Section Two: Payment**

### **2.1 One-off Joining Fee:**

The joining fee for Gymboree Play & Music Toowong is per child and valid worldwide. Children remain members until their 6th birthday and pay only once.

### **2.2 Fortnightly Payments:**

- Once you register as a member of Gymboree Play & Music through the online portal, you will be directed to an enrolment page which must be completed before your membership commencement.
- Your weekly membership account will begin on the day of your enrolment, and membership fee statements are issued fortnightly by default (unless other arrangement on request) with a debit occurring from your nominated account or card within the same day every week in advance via our online payment provider EziDebit.
- Fees can only be paid online by Credit/Debit card or Direct debit using Ezi Debit payment system.
- Payments may incur a processing fee which is outlined in the online Ezi Debit payment form. You can choose the payment method, whether it's a weekly payment, fortnightly payment or monthly payment. The fortnightly payment will be the default.
- In the event that your bank will not authorise a transaction for any reason (including insufficient funds), Ezidebit will charge a \$15 administration fee. To avoid this, please remember to provide us with updated details when you receive a new card and in particular, if you have your card stolen and have to cancel it.

- It is the Parents/Guardian's sole responsibility to read through the terms and conditions set out by Ezi Debit.
  - Gymboree Australia reserve the right to withdraw your Child's/Children's membership if fees remain outstanding past 14 days. Regardless of any requirement to withdraw your Child/Children due to payment default, payment of fees for the period already invoiced is expected.
    - Fees will be increased annually in line with the Consumer Price Index and industry/market standards.
    - An enrolment payment is required to secure and confirm your placement unless otherwise specified.

### **2.3 Cancellations- Conclude Membership:**

You can cancel your membership at any time, with ONE month's written notice via email to [info@gmail.com](mailto:info@gmail.com). We will send a receipt of email and a 4-week advanced payment will be debited up to next 48 hours after you give your cancellation notice, to cover your last month.

If you cancel before your agreed upon membership period (3, 6 or 12 months), a cancellation fee of \$200 will also be debited from your account during this 48 hours. You are able to transfer your membership to another customer, however they must pay a joining fee if they haven't before.

### **2.4 Cancellations- Transfer to Friend:**

You are able to transfer the remainder of your membership to a friend at any point. You must both agree with the membership policies and the responsibilities to fulfill the rest of the minimum membership period of the previous customers. If the new member then needs to cancel before the minimum membership period, there will be a \$200 cancellation fee, as per section 2.3. The new members must also pay the joining fee set out in 2.1, if not already paid previously.

### **2.5 Make-up Classes:**

- We require a minimum of TWO HOURS notice to cancel and reschedule your booked class. If you do not make contact before this cut-off, you will be charged for the class as we have to reserve your space. Please do not bring sick children into Gymboree Play & Music, as we want to avoid spreading illnesses.
  - Make up classes must be taken within 3 months of the cancelled class and cannot be taken once membership has ended (with the exception of section 2.6). A make-up class cannot be rearranged once booked in.

### **2.6 Holiday Closures:**

Gymboree Play & Music reserves the right to close on public holidays and for a limited time over Easter and Christmas. If your regular classes run during this time, you will be credited a make-up to be used anytime before the conclusion of your membership.

### **2.7 Freezing Membership:**

If you wish to take a break from Gymboree Play & Music for TWO WEEKS or more, please give us two weeks' WRITTEN NOTICE notice via email ([info@gymbo.com.au](mailto:info@gymbo.com.au)) including your freeze starting date and your recommencement date, so that we can suspend your

payments. You can freeze your membership up to THREE MONTHS in total. Additional suspension will be charged \$5 per week to maintain your account with Gymboree Australia. Make-up classes and open gyms are not available during the freezing period.

Gymboree Australia reserves the right to change our membership and payment policies. In this case, the new document will be sent to you via email and posted on the website.

### **Section Three: Liability**

#### **3.1 Withdrawal of Service:**

In extreme circumstances, where we are unable to provide our teacher-led class service for any reason, we will offer a make-up class to be used any date before the conclusion of your membership. Alternatively, we should have an all day open gym running instead.

#### **3.2 Teacher Absence/Shortage:**

Gymboree Australia reserve the right to change the format or genre of your class, as appropriate for your child's age, without reimbursement, in the event of teacher absence or shortage. Should we cancel your class clause 3.1 will apply.

### **Section Four: Privacy Declaration**

#### **4.1 Information collection, use, & sharing**

Gymboree Australia are the sole owners of the information collected on this site.

- We only have access to/collect information that you voluntarily give us via email or other direct contact from you.
- We will not sell or rent this information to anyone.
- We will use information to respond to you, regarding the reason you contacted us.
- We will not share your information with any third party outside of our organisation, other than as necessary to fulfill your request.
- Unless you ask us not to, we may contact you via email in the future to tell you about specials, new services, or changes to this privacy policy.

#### **4.2 Your access to & control over information**

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via email address or phone number given on the send feedback section of our website:

- See what data we have about you, if any
- Have us delete any data we have about you
- Express any concern you have about our use of your data

### **Section Five: Security**



We take precautions to protect you and your child's/children's information. When you submit sensitive information via the website, your information is protected both on line and offline. Wherever we collect sensitive information (such as email address and photos of your children), that information is encrypted and transmitted to us in a secure way.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job are granted access to personally identifiable information. The computers or servers in which we store personally identifiable information are kept in a secure environment.