

# GYMSPIRE ACADEMY TERMS AND CONDITIONS

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## CLASS DATES AND HOLIDAYS

Academy classes run year-round, with breaks on bank holidays, August and during the Christmas period, in line with our published term dates.

To maintain consistency and safety regulations with class ratios, we are unable to offer make-up sessions or credits for holidays taken outside of these scheduled breaks.

## CLASS FEES AND PAYMENT

Members agree to pay the class fees as outlined in the registration process.

Payment must be made in advance of attending classes.

Gymspire Academy reserves the right to charge a £10 administration fee for any late payments.

Failure to make payment on the 1<sup>st</sup> of the month may result in suspension of Class. If your child attends class after the 7<sup>th</sup> of the month and payments are outstanding, they will be removed from the register and asked to sit out the class. The parent will be called to collect. The outstanding balance will remain on your account until settled. Once settled, if there are spaces in the class, you will be able to re book the class from your parent portal. We cannot guarantee your space once you have been removed from the register and you may need to register for the wait list until a space becomes free.

Payment methods and schedules will be provided by Gymspire Academy. Payments are only accepted via our booking system

Discounts are available for multi classes. These will be automatically applied.

If a member joins mid-month, then the fees for the joining month will be taken on joining.

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## SAFETY RULES

**As the legal guardian of my child(ren), I give my consent for them to participate in the Gymspire Academy program. I understand that activities involving height and movement, such as tumbling, cheerleading, stunting, pyramids, dance, gymnastics, and general physical activity, carry a risk of injury. I acknowledge that Gymspire Academy staff prioritise the safety and well-being of all participants. In consideration of my child(ren) being allowed to use the facility, I agree not to hold Gymspire Academy, its affiliated companies, property owners, staff, coaches, instructors, or any associated personnel responsible for any injuries or damages that may occur during classes or related activities.**

I also understand that all members must follow safety instructions provided by Gymspire Academy staff at all times.

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Members agree to wear appropriate attire, including no jewellery or loose clothing, during sessions.

Gymspire Academy reserves the right to refuse entry to any member deemed to pose a safety risk.

Parent/Guardian must inform Gymspire Academy of any medical conditions that may affect participation.

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## COMPETITIVE PROGRAMME (Squad)

If a member is participating in any of Gymspire Academy competitive programmes (Squad), that Competitive Member is expected to always maintain the values of Gymspire Academy, this includes but is not limited to the following:

Competitive members agree that they will not compete on behalf or in association with any other gymnastics academy, club, or school.

Squad members should train for a minimum of 2.5hrs per week with Gymspire Academy.

Competitive members are expected to attend all Gymspire Academy competitions, and other invitational competitions set by the Head of Squad.

If informed by Head of Squad that a Competitive Member is to move class Competitive Members agree to comply with this.

Squad gymnasts are expected to uphold a high level of professionalism, dedication, and discipline, which is continually reviewed. If the Head Coach makes any changes to their classes, gymnasts are expected to adhere to the decision.

Competitive members must purchase Gymspire Academy training kit upon sign up to class. Competition uniform must be purchased in time for their first competition.

Any Competitive Member who fails to adhere to the above shall no longer be permitted to attend competitive programmes and shall no longer be a Competitive Member.

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## CANCELLED CLASSES OUTSIDE OF GYMSPIRE CONTROL

As Gymspire use external facilities to run their Gymnastics classes there may be occasions where the gymnastics lessons are unable to run due to unforeseen circumstances such as school closures, severe weather, heating or electricity etc. In these cases, Gymspire will endeavour to offer make-up classes however if this is not possible Gymspire will not be obliged to raise a refund for the class/classes missed if these circumstances are beyond Gymspire Academy's control.

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## TRIALS, ENROLLMENT AND CANCELLATION OF CLASSES

Free trials are offered for Academy classes. After the trial your child will automatically be enrolled in the class unless we are notified with 24hrs of the trial via email or call.

Your prorated fees will be taken approx 24 hrs after your trial class but not before. You will receive a payment notification.

Your child's space in an Academy and School club will continue to be reserved until you tell us you would like to cancel.

Cancellations – Parents must submit a request to drop a student from class. This can be done through your parent portal by navigating to My Account > Find Student Enrolment > Drop Enrolment.

Please note: We require 30 days' notice for all cancellations. Your request will only be approved if at least 30 days' notice is given before your intended drop date.

You are responsible for payment for your student's classes whether or not they attend. Please do not rely on your student to verbally inform us that they will no longer be attending. If a student stops attending without formal notification, your account will continue to be charged to hold their place in the class.

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## NON-ATTENDANCE OF WEEKLY CLASSES DUE TO AN INJURY

Should a member who is enrolled into weekly classes be unable to participate due to an injury please follow the process below:

- Notify us straight away and provide us with written correspondence from a medical professional detailing the nature of the injury and expected recovery time.
- We will amend your fees to reflect the period of absence up to a maximum of 6 weeks.

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## HOLIDAY CAMPS & WORKSHOPS

Camps, workshops & appointments can be rescheduled with no penalty up to 48 hours before the scheduled time.

Once paid for, payments shall not be credited or refunded.

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## GOODS THAT WE SELL

We sell third-party goods online. We do not manufacture these goods and do not supply guarantees for them, but we do allow for exchanges if unworn and in a saleable condition.

We will not accept returns for faulty items where the washing instructions have not been followed.

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## OUR RESPONSIBILITIES AND LIMITS OF LIABILITY

**Coaches:** We aim for consistency with coaches at all our classes. However, due to unforeseen circumstances beyond our control, it is not always possible to guarantee this. Therefore, it is important that we highlight that coaches can and will change from time to time.

**Discipline:** Gymnastics is a sport that requires a high level of safety. To meet our safety guidelines, a certain level of verbal discipline will need to be used with students to minimise injuries and accidents as best we can. You acknowledge this and agree that we may coach the students accordingly.

**Physical contact:** Supporting and shaping a student is an essential part of coaching gymnastics, as it helps the gymnast understand shapes, movement patterns, and complex skills, while also reducing the risk of injury due to a fall or error in performance. Therefore, some physical contact will be necessary with students to enable good practice. Physical contact will be appropriate in accordance with IGA supporting techniques. You acknowledge this and agree that we may coach the students accordingly.

**Personal property:** Gymspire Academy will not be held responsible for any lost, damaged, or stolen items in the facility where gymnastics takes place (or competition venue). It is advisable for items of clothing to be clearly marked with the child's name and for students not to bring items of value such as watches and mobile phones.

**Equality:** Gymspire Academy aims to offer quality classes to all and acknowledges that it is illegal to discriminate on any basis. Where possible, we try to cater for special needs within our regular classes.

**Anti-bullying:** Gymspire Academy operates a strict anti-bullying policy and will not tolerate any student, parent/guardian, or coach engaging in bullying behaviour.

## INSURANCE

**All members must be registered with IGA in order to participate in any gymnastics or cheerleading activities.** This ensures that every participant is properly insured, which is essential for their safety and for compliance with our club standards.

<https://www.independentgymnastics.com/memberships/>

## SAFEGUARDING

Gymspire Academy is committed to providing a safe and supportive environment for all members. If you have any safeguarding concerns, please contact our appointed Safeguarding Officer, Jo Beswick, at [jo@gymspireacademy.com](mailto:jo@gymspireacademy.com). Jo is responsible for overseeing all safeguarding matters within the academy, ensuring the welfare of our members, and addressing any concerns in line with our safeguarding policy. All reports will be handled confidentially and with the appropriate level of care and urgency.

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## COMPLAINTS

Complaints Procedure: If you have a complaint, please email us at [info@gymspireacademy.com](mailto:info@gymspireacademy.com) or call us on 01843482219.

We will confirm receipt of your complaint and forward your email to the necessary department, which will conduct a full investigation and respond within five working days.

We pride ourselves on responding to all complaints promptly and with great customer care.

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## DATA PROTECTION

We are registered with the Information Commissioner as a data controller and take our responsibilities towards your and your child's personal information very seriously. We only hold data necessary for providing our services.

How we will use your personal information:

To supply the Services to you.

If you agreed during the order process, to give you information about similar Services that we provide. You may stop receiving this at any time by contacting us.

We will only give your personal information to third parties where the law requires or allows us to do so.

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## EVENTS OUTSIDE OF OUR CONTROL

Gymspire Academy shall not be liable for delay or failure to perform its obligations if such delay or failure results from events beyond its reasonable control.

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## TERMINATION

A breach of Gymspire Academy's terms or any misconduct may result in temporary or permanent suspension of membership or training.

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