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1. Getting Started

1.1 Finding the right class

Initial class enrolment is based on age. Progression is determined by skill development.

Education pathway	Age	Parent assisted
Pre Gym	1-5 years	Yes
Kinder Fun	4-5 years (4yo kinder enrolment required)	No
Gym Fun	5-7 years	No
Gym Skills	8-12 years	No
Gym Skills Advanced	8+ years	No
Competitive Pathway	Age	Parent assisted
Development squad	By invitation	No
Additional programs	Age	Parent assisted
GoZone	5+ years additional needs	As required
Twisters (female) & Tumblers (male)	10+ years	No
Trampolining	6+ years	No
Sports Aerobics	5+ years	No
Special Olympics	8+ years	No

1.3 Health information to know

In the cooler weather ensure you have warm clothing for your child to wear after their lesson; hats and dressing gowns are a great way to keep children warm.

If you or your child are unwell, stay home and get well. See the provision for make-up lessons for further information on lessons missed due to medical reasons.

Help us keep our facility clean and healthy by not attending if you or your child:

- have an infection, contagious illness or physical ailment, such as an open cut or sore
- have had diarrhoea or “gastro” symptoms
- a rash that is contagious or undiagnosed
- there is any other risk, however small, to other members and guests

If your child is in nappies, please ensure any soiled nappies are disposed of appropriately.

1.4 Signing up

You have an agreement with us when you have completed and signed the agreement (Direct Debit Request [DDR] Service Agreement or Term Agreement) and we have accepted it. If these terms and conditions or your agreement differ from anything you are told at the centre or over the phone, these terms and your agreement will apply, unless written confirmation is received from a YMCA Victoria employee. The full terms and conditions can be viewed on this website or in the centre's handbook.

Paying

On enrolling you will be asked to pay the class fees due from the start date of your enrolment until the first debit date. Payment is made in advance for the fortnight ahead.

You will also be required to pay a Gymnastics Victoria Athlete Registration Fee on an annual basis.

1.5 Changing your mind

Using your 7-day cooling off period

You can cancel your agreement during your 7-day cooling off period. You have seven days from the date you sign your initial agreement. To cancel your membership, please see 4.1.

We will then cancel your agreement and refund payment for any class not attended. Athlete Registration lodged with Gymnastics Victoria and payment for classes attended cannot be refunded.

2. Frequently asked questions

2.1 Does my child receive a membership card?

Each student is issued with a membership card which must be scanned by customer service at every lesson to gain entry to the centre. This records their attendance in the class.

2.2 How will I know that my child is ready to move up?

All students in our program are continually assessed by the teacher for improvement and readiness for upgrading to the next level.

The teachers' decision is final and he/she will discuss the outcome with the parent through the centres nominated communication platforms.

2.3 Do lessons occur on public holidays?

There are no lessons held on public holidays. Student debits will be amended to reflect the missed class.

2.4 Are there make-up lessons for missed lessons?

Boroondara Sports Complex does not offer make-up lessons. If you miss 2 or more consecutive classes and can provide a medical certificate, we will credit your account for the value of the missed lessons.

2.5 What do we need to bring?

Your membership card, a drink bottle, and comfortable clothing that allows for movement without being too loose.

2.6 What if my child becomes upset during their class?

It is not unusual for young children to have difficulty adjusting to structured lessons, and our teachers are equipped to support them. Most children will settle within a few weeks; we encourage parents to be close at hand in case your child requires additional support.

2.7 Do I have to participate in the class with my child?

If your child is under four and enrolled into our pre gym class you will be required to participate in the class. If your child is under 10, we expect you to supervise your child, but you are not required to participate in class.

2.8 Do I have to watch my child in class?

If your child is enrolled in pre gym classes, you are required to participate in class. In other classes where the child is under the age of ten a responsible person is expected to remain in the facility and for students over the age of 10 the parent needs to be contactable but not required to actively supervise.

Children under 4 need to have a parent in the class.

Children 5-10 need to have a parent in line of sight.

Children 10+ can attend on their own but a parent needs to be contactable at all times.

YMCA aquatic centres are accredited Watch Around Water facilities.

The Watch Around Water guidelines have been developed by Aquatics & Recreation Victoria and Life Saving Victoria to educate the public about adequate supervision and to encourage parents and guardians to take on this responsibility when visiting a public aquatic facility.

Handover at the end of class: Our teachers must see a visual handover to the parent or guardian of the child at the end of class so please ensure you are present for this to ensure the safety of your child and the continuous smooth running of our program.

Mandatory Policies

1. Children under 10 years old:

- must be accompanied into the centre by a responsible parent/guardian and must be constantly and actively supervised

The parent/guardian must be positioned to have a clear view of the child with no physical or structural barriers between them and the child/children.

2. Children under 5 years old:

- must be accompanied into the centre by a responsible parent/guardian
- must be constantly and actively supervised during recreational play within arm's reach

3. Children over 10 years old:

- For children 10 years and older, parents must use their knowledge of the child's swimming ability and general development to determine the level of accompaniment required.

20 seconds is all it takes to drown – Play It Safe By The Water

2.9 Can I take photos of my child in their class?

The YMCA welcomes the capturing of your magic moments on camera or video, however privacy of others must be respected. The use of cameras and video cameras at this venue is conditional upon the following:

- you must have all relevant individuals consent to use images
- it is illegal to broadcast or publish images without consent
- under no circumstances are cameras, video cameras or mobile phones to be used in change room areas.

2.10 What qualifications and checks do our teachers have?

Our teachers hold nationally accredited current CPR qualifications, a Working with Children Check, and are employed on the basis of a successful Police Check.

All Coaches have at minimum Beginner Coach Qualification and coach appropriately for their qualifications.

3. During your enrolment

3.1 Payments

Paying via direct debit.

Direct debit payment is the easiest option and allows for an automatic direct debit from a nominated bank account or credit card on a fortnightly basis. Payment provides access to your program and entitlements as per the terms and conditions for the next fortnight following the debit date.

We have a Payment Card Industry Data Security Standard (PCI DSS) compliant payment account record platform. This ensures your credit card details are secure and not accessible through our data.

3.2 Direct debits

We will debit your membership fees from your nominated account as set out in your Direct Debit Request Service Agreement.

Please note that:

- debit dates are pre-set for all programs
- if a debit date falls on a public holiday, we will debit your account on the next business day
- credit card debits are live transactions (i.e. they will be honoured or declined immediately once our file hits your bank), so it is recommended that the funds are available the night prior to the debit. Bank account debits may take up to five days to be cleared from your account.

For further information please see our Payment Card (credit and debit) Data Security Policy and Privacy Policy [here](#).

Meeting your responsibilities

You must make sure:

- Your account can accept direct debits (your financial institution can confirm this)
- There is sufficient money in your account on the payment (debit) day (6.00am onwards)
- You tell us if you are transferring or closing your account, at least 3 business days before your next direct debit
- You tell us about any changes to your credit card, such as its expiry date or number, at least three business days before your next direct debit.

Please tell us if you want to change or stop your direct debits. Advising your bank alone does not change or cease your contract with us.

Querying a payment

If you query a payment the appropriate staff will investigate your concern and provide an answer within 1-2 business days.

3.3 Late or declined payments

Centre access

If you do not fully pay your fees on the due date your automatic centre access at the gates (if your centre has gates) will be removed until your payments are up to date. Access to the centre must be via customer service and arrangement to make payment must be confirmed.

We will also charge you a failed payment fee of \$10.00 if your payment isn't honoured by the bank and this is due to your error. This will be debited from your account with the next scheduled payment and you authorise us to do this as per your Direct Debit Request Service Agreement.

Failed payment fee

This is incurred due to the additional administrative tasks required when a payment fails. This may involve an SMS, email, postal letter and phone calls to correct invalid account details, process a manual payment and ensure the control of outstanding fees to ensure you/your child's participation is not interrupted.

Paying your outstanding debts

We will continue to debit your nominated account without notice, until we have received the total amount owed. We will make a reasonable effort to let you know prior to the next debit.

If you find yourself in financial difficulties, please speak with a staff member as you may be eligible for our Open Doors program. Information about Open Doors can be found [here](#).

3.4 Increase In fees and changes to your Agreement

We may at any time upon sending an email or written correspondence to your last known contact address and giving 30 days' notice, increase the agreed amount or make changes to terms and conditions. If you have any queries in relation to any proposed changes please contact your YMCA centre.

Authorising us to increase debits

Where we have made a reasonable effort to let you know about a fee increase, you authorise us to increase any debits from your nominated account.

Staying up to date with our terms and conditions

At times we are required to add, change or remove our terms and conditions. This includes changing a centre's opening and closing hours, its services and facilities. We may also close centres for refurbishment to improve their facilities. When services continue to operate we do not reduce your membership fees.

The most up-to-date terms and conditions always apply and you can find copies at your local centre in the most recent handbook or at www.bsc.boroondaraleisure.com.au

Being notified about changes

We will give you at least 30 days' notice of any changes by either:

- publishing them in our newsletter or on our website
- placing a notice in the centre
- phoning you or writing to the address (post or email) you last provided

If we suspend a centre's operations or services, temporarily or permanently, we may send you a written notice offering you either a:

- transfer to another centre, if available
- complimentary suspension

3.5 Suspending your access and payments

Suspensions for the Gymnastics program are only available for the below reasons:

- Medical suspension, minimum two weeks absence with medical certificate.

3.6 Updating your information

Payment account details

If during the course of your membership you need to update your payment account details, please present your credit card or bank account details in person at the centre, or call The YMCA Membership Service (YMS) on 1300 760 379 to provide your details to be entered to our PCI DSS compliant payment account record platform. Do not send credit card information via post or email. You will not be able to provide details of an account in another person's name.

Please note: credit cards that have expired and reissued with the same card number still require the full card detail to be provided, as we cannot update the encrypted data with just an expiry date; the whole card number needs to be resubmitted.

Personal details

Ensure we always have your current contact details on record by updating these with us either via customer service or an email. Please ensure you receive confirmation that these details have been updated.

3.7 Recording your entry at the centre

Student membership card

On joining, each student receives a membership card. We may also ask to take your photo for your account on our digital membership database. If you visit the centre without a valid membership card or photo identification, we may refuse you entry if we cannot validate your identity.

On entry, your card must be scanned at an entry gate or turnstile, or at customer service. Your centre may also have internal access doors and gates; these do not record your visit but give you access to the area. Swiping the membership card will record your attendance in the class for that day.

The card is property of the YMCA and you cannot lend your card or allow anyone else to use it.

If you lose or damage your card, we will replace one card every 12 months for free. We will charge you \$5 for any extra cards.

3.8 Who to talk to

If you have any concerns or questions about your child's class or progression please speak with the Teacher in Charge, who is available on request or via an appointment. Please remember, your child's teacher will not be able to speak with you while lessons are running. You can also call and ask to speak with the Program Coordinator who, if not available at the time, will return your call.

3.9 Feedback

We welcome your feedback

Please contact us via one of the methods listed below:

In centre

Our centre staff are always happy to help. Ask at centre reception or call your centre on (03) 9851 0444. If you'd like to speak to the Program Coordinator, let our customer service team know. If no one is immediately available, the customer service team will ensure the relevant team member contacts you as soon as possible. Feedback forms are also available for completion in centre. We will be in contact with you shortly after that.

Online

Send us a message by completing our feedback form via our website www.bsc.boroondaraleisure.com.au. You will be contacted by the relevant team member within five business days. We recognise that some enquiries are more complex than others and may require more time to resolve but we will always let you know.

Contacting central customer service

If you are not satisfied with our response, you may write to YMCA Victoria:

YMCA Victoria

502/990 Whitehorse Road

Box Hill VIC 3128

vicoffice@ymca.org.au

You will hear from us within five business days.

Customer service may refer your complaint to the Program Coordinator if it has not already had a chance to resolve your enquiry. You will hear from us within five business days about what we plan to do and how long it is likely to take.

You can view our Customer Feedback Policy [here](#).

4. Ceasing your membership

4.1 Cancelling your membership

This contract shall continue indefinitely until such time as the customer requests cancellation in writing to Boroondara Sports Complex. There will be a period of notice of 14 days unless otherwise specified by Boroondara Sports Complex between the date of request and the date of actual termination, during which any payments due must still be paid in full; this may be a pro rata or portion of the full fortnightly debit fee.

You can ask to cancel your membership by:

- completing the cancellation request form in centre
- emailing or writing to us requesting cancellation

Confirmation

No claim for cancellation will be recognised without your receipt of cancellation. Please retain a copy of your cancellation request; either the cancellation request form completed at the centre or the confirmation email.

Please consider your enrolment as active until you have received confirmation of your request in writing.

5. Centre conditions of entry

You must follow our centre code. Some centres have higher risk areas, such as stadiums, swimming pools, steam rooms and saunas. Please read and follow all signs and information provided that tells you what to do, especially in these areas. If you don't understand something, please ask for help.

5.1 Rules of entry

Your membership entitles you to entry at the times and to the areas specific to your membership. This entitlement assumes that you will enter the facility and behave in a way that is not dangerous or inappropriate. We do not accept:

- threatening or harassing behaviour
- intentional damage to equipment
- use of illegal or performance enhancing drugs
- consumption of alcohol
- unauthorised instruction of other members

Aquatic areas

In wet areas, such as a swimming pool, sauna, steam room or monsoon shower, please take extra care. Follow all signs and never run, dive or jump. Please supervise children closely according to our Watch Around Water Policy.

You can view our Watch Around Water Policy [here](#).

5.2 Children in the centre

Children under 10 years old:

- must be accompanied into the centre by a responsible parent or guardian
- must be constantly and actively supervised

The parent or guardian must be positioned to have a clear view of the child with no physical or structural barriers between them and the child/children.

Children under 5 years old:

- must be accompanied into the Centre by a responsible parent or guardian

Children over 10 years old:

For security reasons, children can only wait in the centre if accompanied by an adult.

You can view our Safeguarding Children and Young People Policy [here](#).

5.3 Your belongings

Keeping your belongings safe

We provide pigeon holes to store belongings but these are not security lockers. Please keep your membership card with you and do not bring valuables into the centre.

Unfortunately, thefts do happen. We cannot accept responsibility for any loss or damage to your belongings while you are at the centre. We give lost property to charity each month, including unclaimed items from lockers.

Parking

You park in the centre's car park or on centre premises at your own risk. We are not liable for any loss or damage to your vehicle or its contents.

5.4 Evacuation

There will be times that the centre will run mock evacuation drills. These drills are important for staff and patrons to practice in the event that there is a real evacuation required. Please follow the instruction of your Warden, who will be identified by a white hard hat. Your child's teacher will ensure they are evacuated safely and reunited with you in the evacuation meeting area.

Please make yourself familiar with the centre map and the evacuation meeting areas.

Our map can be found in both the gymnastics room and gymnastics viewing room.

6. Legalities

6.1 Responsibilities

Your responsibilities, including payment of membership fees, do not depend on how often you or your child attend their classes. Your contract is based on entitlement to use, not on actual use, so it is your responsibility to advise us if you wish to discontinue.

You must advise us of anything that affects our ability to contact you or collect membership fees, including but not limited to:

- change of contact details
- change to account details provided for debiting

You promise to:

- ask questions if you are unsure of anything
- not take valuables into the centre, even if you plan to put them in a locker
- advise us if you or your child have been unwell or have had an injury
- follow the centre rules of entry

6.2 Privacy

Understanding our privacy policy

During your membership, we will have access to personal information about you, such as about your health and financial situation. We will only use, disclose or deal with your information in line with our Privacy Policy. You can view our Privacy Policy [here](#).