

TERMS & CONDITIONS



TERMS & CONDITIONS - UPDATED 01/03/2021

LOVE ADMIN:

- 1) When joining the club, parents/guardians will receive a link to their new Love Admin membership account with us. Love Admin allows you to keep your membership information up-to-date and pay online. By paying online you help reduce administration, so your co-operation is warmly welcome!
- 2) We do not accept payments via cash, cheque, or your own standing order.
- 3) Parents/guardians are responsible for ensuring their child's membership details on LoveAdmin are kept up to date for our records e.g., emergency contact number. Information can be amended by logging in to your account with us at any time or by emailing hello@littlespringersgymnastics.com and we can update your account for you.

MEMBERSHIP FEES:

- 1) Membership fees for club classes are collected monthly. Once you have entered your payment details for the starting month, fees will be requested on the 1st of each month from the next calendar month. They then may take 1-10 working days to process, this varies from bank to bank.
- 2) Our club membership fees are £25.00 per month for General Gymnastics & £21.00 per month for FUNDamentals.
- 3) We offer sibling discount for x3 children or more, as well as discount for those individuals attending x3 sessions or more with us per month. If this is not offered to you at the point of registering your children, or if a sibling joins at a later date then please email hello@littlespringersgymnastics.com and we can amend the monthly membership fee/s for you on your behalf if we haven't done so already. We are unable to back track payments for a 3rd sibling if this was not brought to the club's attention at the time of joining, we can only reduce future fees for the 3rd sibling/class.
- 4) Payments may appear on your bank statements as Love Admin, or London & Zurich.
- 5) Our monthly membership fees cover both four- & five-week months with no additional charge for the extra session in a 5-week month. This then covers our x2 week block closure at Christmas and our x2 week additional closure throughout the year (this may not be taken in a block and could for example be x2 1-week closures).
- 6) Our General Gymnastics classes aim to open for 48 out of 52 weeks of the year. Any additional closures due to understaffing, weather conditions etc will be communicated to parents as soon as possible via both email and text. Replacement sessions will then be offered (please see the below class cancellations section).

7) The above not apply to our FUNdamentals classes. As of 2021 our FUNdamentals classes will be term time only. Membership fees will be amended accordingly for months with school holidays.

8) Our General Gymnastics class in Syston on a Monday evening will run on all bank holiday Monday's throughout the year unless they fall into our annual club closure dates. FUNdamentals classes will not run on Bank Holiday Mondays. Our General Gymnastics classes in Birstall will not run on Bank Holiday Monday's as we run from a school site and the school itself is closed. Fees will automatically be amended for those members that attend a FUNdamentals or Birstall General Gym class within months that contain bank holidays.

9) During the months where we have our x2 week Christmas closure or part/all of our x2 week closure during the year, monthly membership fees will therefore remain the same. All x4 weeks of the club's annual closures will be communicated with parents/guardians via email throughout the year at the earliest opportunity.

BRITISH GYMNASTICS MEMBERSHIP:

1) As a British Gymnastics affiliated club all members are required to have BG membership.

2) Members can join/renew their BG membership by visiting the BG Website: [How to complete your membership - British Gymnastics \(british-gymnastics.org\)](https://www.british-gymnastics.org)

3) The club membership year runs from 1st October until 30th September. All members will need to renew their membership annually.

3) The annual BG membership fee for gymnasts is £19.00 per year.

4) British Gymnastics membership once paid is non-refundable.

5) Those children attending our FUNdamentals classes alongside a parent/guardian in both our 'Stay & Play' & 'Structured' classes do not need BG membership as they will be participating under the direct supervision of a parent/guardian.

6) All club members will need to contact British Gymnastics directly if they have any problems logging into their account or making payment etc. **For all Membership and Club enquiries:**

Phone: 0345 129 7129 E-mail: customersupport@british-gymnastics.org

CLASS CANCELLATION:

1) Unforeseen club closures can mean that we must cancel our sessions at the last minute. Refunds will not be available for any unforeseen club closure; however, we will offer all gymnasts affected by this a class equivalent replacement session which they can book onto within 12 months of the class cancellation. Each member can decide if they wish to arrange a class equivalent replacement session, however if they choose not to accept a class equivalent a refund will not be available.

2) Unforeseen club closures include all extreme weather conditions which would mainly be because of snowy or icy conditions but can be because of other conditions. Unforeseen club closures also include coach sickness/illness, venue cancellation, electrical faults e.g., power cuts.

3) Unforeseen club closures will be communicated with members via both email and text at the earliest opportunity.

4) All those affected by an unforeseen club closure will be contacted via email to arrange an equivalent replacement session as soon as the club is able to re-open. Particular sessions will be subject to availability and replacement sessions must be the equivalent cost to any cancelled session e.g., £6.25 for a General Gym class, £5.25 for a FUNdamentals class.

5) On rare occasions there may also be planned additional club closures outside our annual x4 week club closures. This would usually fall down to lead coaches of sessions all requiring the same day off for a club event or private occasion. The affected sessions/members will be informed of any additional closures in advance and club membership fees for the affected month will automatically be amended, therefore members will not need to do anything to amend their monthly club fee.

6) Our General Gymnastics classes in both Melton Mowbray & Syston run as normal over bank holiday weekend (except any that fall within our x4 week closure dates). Our Birstall classes are not able to run on Bank Holiday Monday's as we run from a school site & our FUNdamentals sessions will also not run on Bank Holiday Monday's in Syston. As a result of this all-membership fees will be amended by us automatically, members do not need to amend their payments.

LOCKDOWN FEES (DUE TO COVID-19 OR ANY OTHER UNFORESEEN LOCKDOWN)

1) In the event of a National Lockdown or change of local Tiers Little Springers Gymnastics will automatically freeze all upcoming membership fees for members. Members do not need to log into their account and cancel their payment pre-authorisations with us.

2) Members will automatically re-start from the set re-opening date which will be communicated with members via email.

GYMNASTS ABSENCES

1) The club monthly membership fee will reserve a gymnast's space in their class. We are not able to reduce or amend monthly membership fees based upon a gymnast needing to miss a one-off session e.g., illness or group of sessions which includes family holidays.

2) Members do not need to contact the club regarding one-off absences, we will look forward to seeing them the follow week/s. Members may however wish to contact us if the absence is over 4+ weeks so that we are aware not to expect to see them for a prolonged period (see below for long term illness or injury).

3) If your son/daughter isn't able to attend due to a long-term illness or injury it is at the clubs discretion to temporarily freeze a gymnast's membership, meaning that their space will be reserved but no further fees will be requested until they are able to return. Please email hello@littlespringersgymnastics.com if you wish to discuss a long-term absence. Memberships will not be frozen if the long-term absence is due to an extended family holiday e.g., the member will be visiting another country for x6 weeks but wishes to have their space saved for them.

MEMBERSHIP CANCELLATION

1) A member's club membership can be cancelled at any time by emailing hello@littlespringersgymnastics.com

2) We will cancel all upcoming payment requests at the point of cancellation and will confirm this with you via email.

3) We are unable to part-refund e.g., if your child decides they do not wish to continue their sessions with us mid-month as their £25.00 payment has already processed. In this case gymnasts will be able to attend for the remaining sessions in that month before leaving the club if they wish to do so.

4) If parents/guardians cancel their payment pre-authorisation with us and do not inform us that their child wishes to formally leave then parents/guardians will continue to receive club correspondence and overdue payment reminders for up to 3-months.

5) If a gymnast decides to leave the club without informing us and without written confirmation from us regarding their membership being successfully cancelled then monthly club membership fees will continue to be requested.

6) If a member does not inform us that they would like to leave the club then they will continue to be on the class register, their space will be reserved, and payment will be requested as normal from their account. We will not be able to refund or backtrack payments e.g., if a member informs us they would like to leave the club after not attending for x3 months and paying x3 General Gym monthly membership fees (£75.00) as their space will have been reserved for them within that time.

PAYMENT FOR ADDITIONAL SESSIONS

1) We run lots of different additional sessions for gymnasts during the year which include holiday camps and workshops. Parents/guardians are informed of these dates and activities via email.

2) Payment for additional sessions is requested automatically from a member's LoveAdmin account at the time of booking, therefore members do not need to do anything further once they have received confirmation of the booking directly from us via email/Facebook, and payment confirmation from London & Zurich.

3) Payments may take several days to process.

4) Payments for additional sessions must be received before the additional session takes place.

MEMBER CANCELLATION FOR ADDITIONAL SESSIONS

1) Most of our additional sessions fill up extremely quickly and develop waiting lists. As a result of this parents/guardians must inform us via email if they wish to cancel their child's place for an additional session at least 48 hours before the sessions start time.

This will enable us to process the refund as well as contact anyone that may have been placed on a waiting list for the additional session and book them on.

2) If we are informed within the 48 hours of the additional session, including on the day of the session or after the session has ran then members will not be able to receive a refund.